Yealink

CP960 Skype for Business®HD IP Conference Phone User Guide

Contents

About This Guide

Thank you for choosing Yealink CP960 Skype for Business phones, which are designed to work with the Skype for Business Server. This guide provides everything you need to quickly use your new phone. Firstly, verify with your system administrator that the IP network is ready for phone configuration. Also be sure to read the Quick Start Guide in your phone package before you set up and use the phone. As you read this guide, keep in mind that some features are configurable by your system administrator.

• *Related Documentations*

Related Documentations

You can view the following types of documents on each product support page on *Yealink Support*:

• Quick Start Guide: This guide describes the contents of your package, how to assemble the phone or accessory, and how to use the basic features. This guide is also included in your phone package.
• Administrator Guide: This guide provides detailed information about setting up your network and configuring features.
• AutoP Guide: this guide introduces the AutoP parameters for configuration.

Getting Started with Skype for Business Phones

This chapter aims to make you familiar with phone user interface.

> **Note:** As you read this guide, keep in mind that some features are only configurable by your system administrator or determined by your phone environment. As a result, some features may not be enabled or may be operated differently on your phone. Additionally, the examples and graphics in this guide may not directly reflect what is displayed or is available on your phone screen.

• *Introduction of CP960 Hardware Component*
• *Overview of Phone Screens*
• *Icon Introductions*
• *LED Instructions*
• *Entering Data and Editing Fields*

Introduction of CP960 Hardware Component
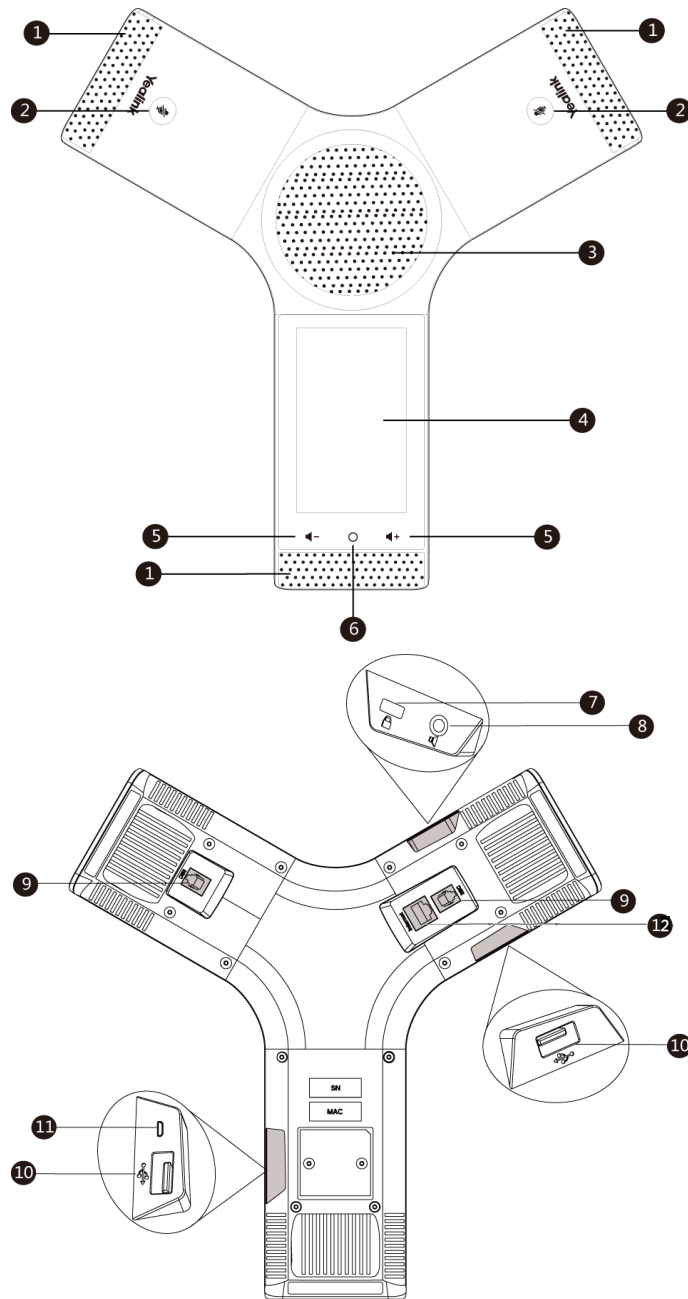
The following figure displays the hardware features on the CP960 Skype for Business phone:

No.	Item	Description
1	Three Internal Microphones	Support 360-degree audio pickup at a radius of up to 3 meters.
2	Mute Touch Keys	• Indicate phone statuses. • Toggle mute feature.
3	Speaker	You can hear the voice from the speaker when you choose hand-free mode.

4	Touch Screen	5 inch (720 x 1280) capacitive (5 point) touch screen, tap to select items and navigate menus.
5	Volume Touch Keys	Adjust the volume of the speaker, ringer or media.
6	HOME Touch Key	Returns to the idle screen.
7	Security Slot	Allows you to connect a universal security cable to your phone so you can lock down your phone. The phone will not be removed after locked.
8	3.5mm Audio-out Port	Allows you to connect an external speaker (optional).
9	Wired Mic Ports	Allow you to connect CPE90 wired expansion microphones to your phone (optional).
10	USB	Allow you to connect an optional USB flash drive or CPW90 charging cradle.
11	Micro USB Port	Allows you to connect a PC and turn CP960 into an external speaker and microphone for your PC.
12	Network Port	Allows you to connect the phone to wired network.

Overview of Phone Screens

You can access the following screens on your phone.

- *Idle Screen*
- *Dialing Screen*
- *Accessing the Favorites Screen*
- *Accessing the History Screen*
- *Contacts Screen*
- *Calls Screen*

Idle Screen

If the phone has successfully started up, and a Skype for Business user signs into Skype for Business server on the phone, the screen will be shown as below: The table lists each feature numbered in the figures.
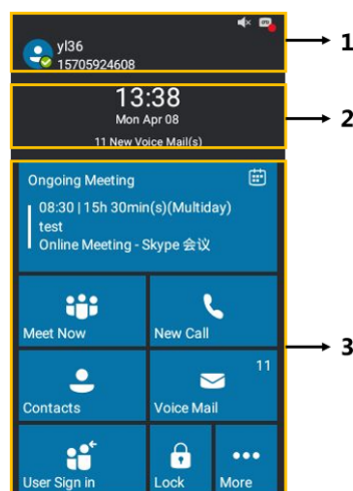
Table 1:

No.	Item	Description
1	Screen Title Area	• Shows the account • Shows the icons
2	Digital Clock Widget	• Displays the phone's time and date • Displays the prompts
3	Main Window	Displays menus

Dialing Screen

You can dial numbers in the Dialing screen.

Procedure

Tap **New Call** to access the Dialing screen.
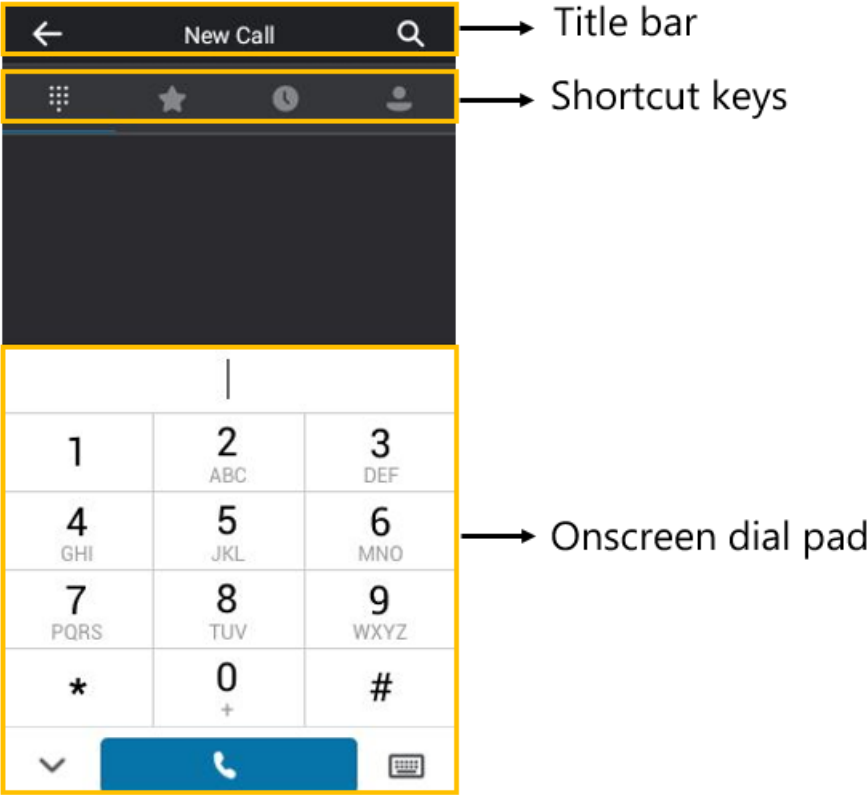
Name	Item	Description
Title Bar	←	Tap to go back to the idle screen.
	Title	Show the name of current screen.
	🔍	Tap to search for contacts.

Shortcut Keys	⠿	Tap to enter the Dialing screen.
	★	Tap to enter the Favorites screen.
	🕐	Tap to enter the History screen.
	👤	Tap to enter the Contacts screen.
Onscreen Dial Pad	Onscreen Dial Pad	Tap to enter the desired number.
	⌨	Tap to display the onscreen keyboard.
	📞	Tap to dial out the number.
	∨	Tap to hide the dial pad. You can tap 🔵 to display the dial pad again.

Accessing the Favorites Screen

Local favorites and Skype for Business favorites are displayed on the Favorites screen. By default, local favorites are displayed before the Skype for Business favorites. Local favorites are indicated by the icon ⭐ . Skype for Business favorites are indicated by the presence status icon.

Procedure

1. Tap **Favorites**, and tap ★ .
2. Slide up and down to view more favorites.
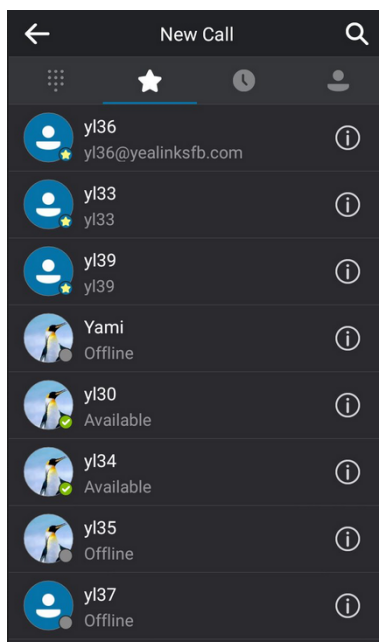
Accessing the History Screen

You can view missed, placed, received and forwarded calls in the History screen.

Procedure

1. Tap **Contacts** and then tap 🕐 .

2. Slide up and down to view more history records.
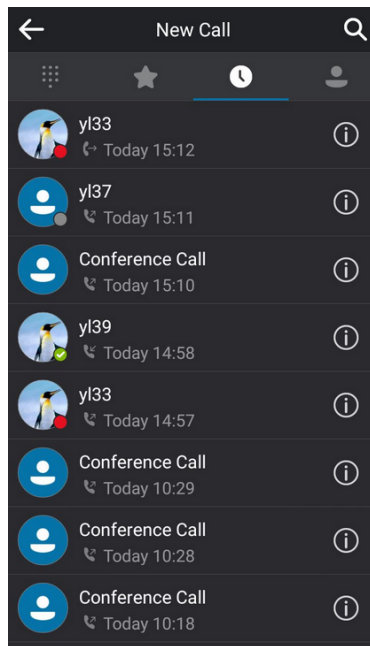
Contacts Screen

The Contacts screen includes your local directory and Skype for Business directory.

Procedure

1. Tap **Contacts**.

2. Slide up and down to view more groups.
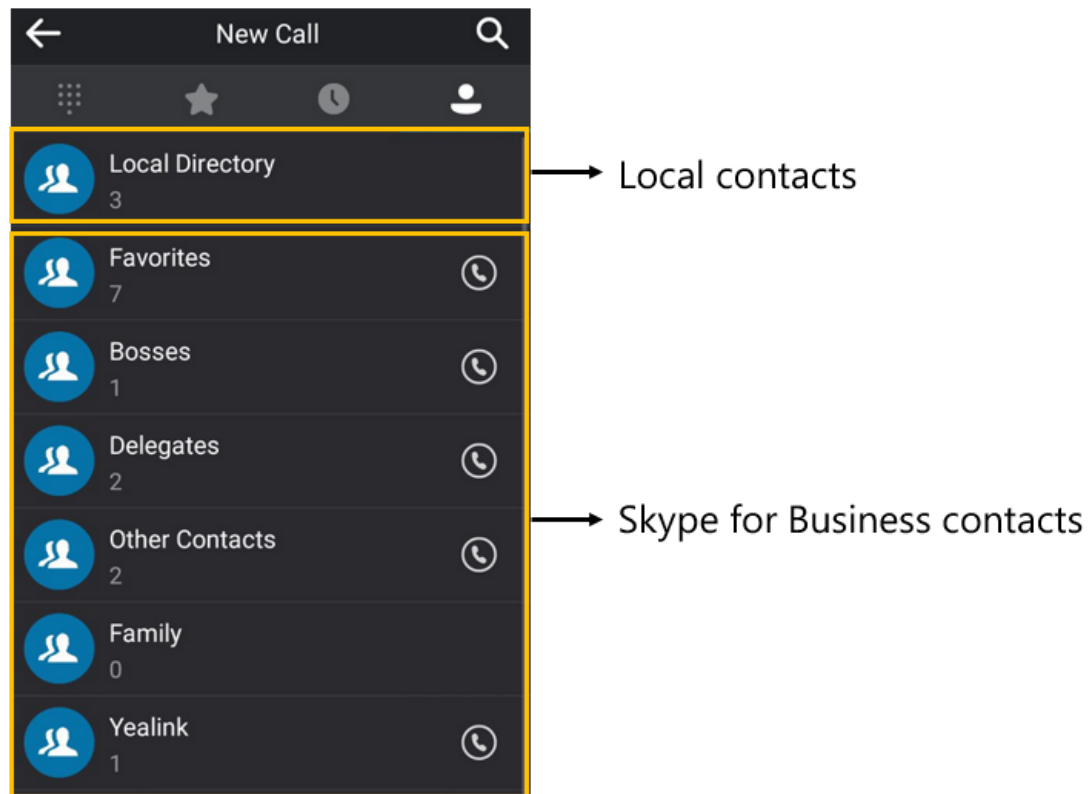
Calls Screen

The calls screen is displayed when you have one or more calls in progress.

Procedure

The following shows an example of the Call screen when there is an active call and a held call on the Skype for Business phone:
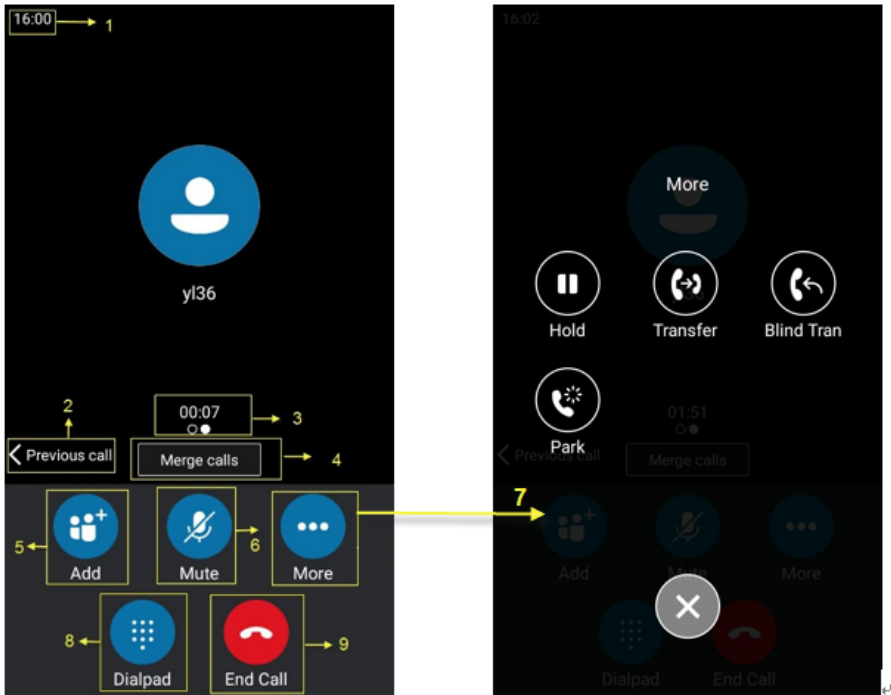
No.	Item	Description
1	Time	Shows the current time.
2	Previous call	Tap to switch to previous call screen.
3	Call Duration Timer	Shows the duration time of current call.
4	Merge calls	Tap to merge multiple calls into a conference call.
5	Add	Tap to add other party into a conference call.
6	Mute	Tap to mute the call.
7	More	Tap to bring up more keys.
8		Tap to bring up the dial pad.
9	EndCall	Tap to end the call.

Icon Introductions

Your phones have various icons that display the status of the phone.

- *Icons in the Status Bar*
- *Icons in the Main Window*

Icons in the Status Bar

The following table displays icons in the status bar.

Icon	Description

	Forwarded Calls
	Missed Calls
	Voicemail
	Auto Answer
	Bluetooth enabled
	Bluetooth-enabled mobile phone paired and connected
	USB flash drive is connected
	Wi-Fi is connected
	Phone and PC are connected via a USB cable
	Conference/Phone lock
	Ringer volume is 0

Icons in the Main Window

The following table displays icons in the main window.

Icon	Description
	Local Favorites
	Searching for Contacts
	Accessing the Message Center
	Received Calls
	Placed Calls
	Missed Calls
	Received calls
	Location is not set
	Unread voicemail

	Read voicemail
	Enable the conference announcement
	Conference organizer
	Conference presenter
	Private conference

LED Instructions

- *LED Indicator of CP960 Conference Phone*
- *LED Indicator of CPE90 Wired Expansion Microphones*

LED Indicator of CP960 Conference Phone

The following table displays the LED indicator of the mute key.

Mute LED indicator	Description
Red	The phone is initializing. The phone is muted.
Flashing red	The phone is ringing.
Green	The phone is placing a call. There is an active call on the phone.
Off	The phone is powered off. The phone is idle.

LED Indicator of CPE90 Wired Expansion Microphones

The following table displays the LED indicator of the mute key.

LED Status	Description
Solid red	The CP960 conferencephone is muted.
Flashing red	The CP960 conference phone is ringing.
Solid green	The CP960 conference phone is placing a call. The CP960 conference phone is in a call and unmuted.
Off	The CPE90 is not connected to the CP960 conference phone. The CPE90 is idle.

Entering Data and Editing Fields

CP960 Skype for Business phone provides onscreen keyboard and onscreen dial pad to enter data. Onscreen dial pad provides standard key layout, which enable users to use existing or familiar key positions.

- *Using the On-screen Keyboard*
- *Using the Onscreen Dial Pad*

Using the On-screen Keyboard

Before using the on-screen keyboard to enter data, you need to know the function of the keys on the on-screen keyboard. The Skype for Business phone supports the Android Keyboard (AOSP)- English (US) input method.
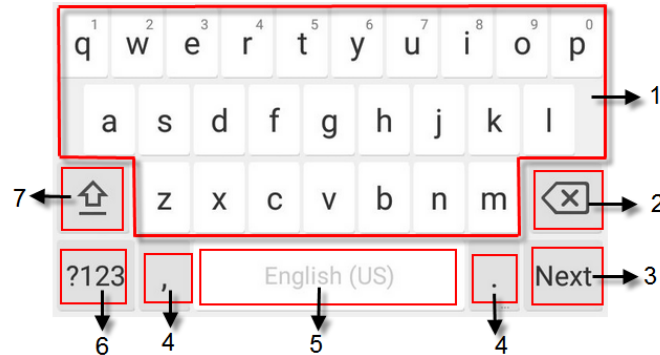
No.	Item	Description	
1	26 English Letters	• Enter the letter. • Long tap a key then slide to choose one of the options to enter an alternate character.	
2	Delete key	• Tap to delete the entered character one by one. • Long tap to delete two or more characters.	
3	Label automatically to identify the context-sensitive features	Next	Tap to go to the next field.
		Done Key	Save the change.
		Send Key	Tap to dial out the number.
		$\mathbb{Q}$	Searching for Contacts.
4	Two Special Characters	• Tap to enter special characters. • Long tap point key (.) then slide to choose one of the options to enter an alternate character.	
5	Space Key	Enter a space.	
6	Input Method	Tap to switch between input modes.	
7	⇧	Tap to switch to the numeric & symbolic input mode.	

Using the Onscreen Dial Pad

Instead of using the onscreen keyboard, you can also use the dial pad on the dialing screen to enter data. The onscreen dial pad only provides digit keys, # key and * key.

Procedure

1. Tap **New Call**.
2. Use the dial pad to enter numbers.

   Note: When using the onscreen dial pad, you can tap ⌨ to display the onscreen keyboard.

Logging into and Locking Your Phone

You can sign in to the phone with your Skype for Business credentials and lock your phone when necessary.

- *Signing in to Skype for Business*
- *Using a Skype for Business phone as a Common Area Phone*
- *Signing in to a Skype for Business Phone as a Guest User*
- *Phone Lock*

Signing in to Skype for Business

You can use one of the following methods to sign in to your phone with your Skype for Business credentials:

- **User Sign-in**: This method uses the user's credentials (sign-in address, user name, and password) to sign into Skype for Business server. This sign-in method is applicable to On-Premises account and Skype for Business Online account.
- **Sign in via PC**: Sign in with the Skype for Business client when your phone is paired to your computer with Better Together over Ethernet (BToE). This sign-in method is applicable to On-Premises account and Online account.
- **PIN Authentication**: This method uses the user's phone number (or extension) and personal identification number (PIN) to sign into Skype for Business server. This sign-in method is only applicable to On-Premises account.
- **Web Sign-in**: Sign in to your account on your computer using the web address shown on the phone. This sign-in method is only applicable to Skype for Business Online account.

   Note: If the phone reboots after successful login, the login credentials from the previous Sign-In will be cached. User can sign in successfully without re-entering the credentials.

- *Sign In Using Your Skype for Business User Credentials*
- *Signing in to Skype for Business on Your Computer Using BToE*
- *Signing in Using Your Skype for Business PIN Authentication*
- *Signing in to Skype for Business Using Web Sign-In Method*
- *Signing out of Skype for Business*

Related tasks
Setting a lock PIN

Sign In Using Your Skype for Business User Credentials

You can sign in to your Skype for Business account using your login credentials, which includes your address, username, and password. Contact your system administrator to get your login credentials.

Procedure

1. Tap **Sign in**.
2. Select **User Sign-in**.
3. Enter your Skype for Business account user credentials and select **Sign in**

Signing in to Skype for Business on Your Computer Using BToE

When your phone is connected to your computer and paired using Better Together over Ethernet (BToE), you can sign in to the phone using the Skype for Business client on your computer.

Procedure

1. Select **Sign in**.
2. Select **Sign in via PC**.
3. In the Skype for Business client on your computer, enter your login credentials, and click **Sign in**.

Related tasks
Using Better Together over Ethernet

Signing in Using Your Skype for Business PIN Authentication

You can sign in to your Skype for Business account using your PIN Authentication credentials. Contact your system administrator to get your login credentials.

Before you begin
Your system administrator should configure network environment in advanced for PIN Authentication method. If not, your phone may not display this sign-in method. For more information contact the system administrator.

Procedure

1. Tap **Sign in**.
2. Select **PIN Authentication**.
3. Enter your PIN authentication credentials and select **Sign in**.

Signing in to Skype for Business Using Web Sign-In Method

You can sign in to your Skype for Business Online account using a web browser. Contact your system administrator to get your login credentials.

Procedure

1. Tap **Sign in**.
2. Select **Web Sign-in**.
   A web address and paring code are displayed.
3. Enter the web address into the web browser on your computer.
4. On the Skype for Business Authentication website, enter your email address then select **Verify email**.
5. Enter the pairing code generated on the phone into the web browser.
   A confirmation message is displayed when the phone successfully signs into Skype for Business.

Signing out of Skype for Business

You may want to sign out of your account when you are using a public phone. After you sign out of your account, the account-related features (for example: calling or viewing your Skype for Business contacts) are not available. However, you can still use other available features.

Procedure

Tap **More** > **Advanced** > **Sign Out**.

Using a Skype for Business phone as a Common Area Phone

You phone can be set as a Common Area Phone (CAP) . Instead of being located in someone's office, common area phones are typically located in building lobbies, cafeterias, employee lounges, conference rooms, and other locations where a large number of people are likely to gather.

- *Setting a Common Area Phone*
- *Signing in to a Common Area Phone Account*
- *Signing Out of a Common Area Phone*

Setting a Common Area Phone

You can configure an individual phone to be a Common Area Phone.

Procedure

1. Navigate to **More** > **Advanced** > **Common Area Phone**.
2. Turn on **Common Area Phone**.
   The phone screen prompts "Reboot to save the configuration?".
3. Select **OK**.
   This configuration will take effect after a reboot.

Signing in to a Common Area Phone Account

The system administrator can use a web browser to provision numerous common area phones quickly. As a user, you can also sign into a common area phone by yourself.

Before you begin
Setting a Common Area Phone

Procedure

1. Select a sign-in method.
2. Enter your login credentials and select **Sign in**.

Related concepts
Signing in to Skype for Business

Signing Out of a Common Area Phone

You can sign out the your account after you use the common area phone.

Procedure

1. Navigate to **More** > **Advanced** > **CAP sign out**.
2. Tap **Sign Out**.

Signing in to a Skype for Business Phone as a Guest User

If your system administrator enables the Hot Desking feature for your phone in your environment, you can sign in to a phone as a guest user. Hot Desking feature is convenient for different employees to share one Skype for Business phone. When you sign out, any changes you made on the phone while signed in are removed and the host user settings are restored.

- *Signing in as a Guest User*
- *Signing out the Guest User*
- *Disabling Hot Desking*

Signing in as a Guest User

You can sign into Skype for Business on your phone or common area phone as a guest user.

Procedure

1. Tap **User Sign in**.
   The phone prompts if you are you sure to start the hot-desking.
2. Select **OK** to start the hot-desking.
3. Select a sign-in method.
4. Enter your login credentials and select **Sign in**.
   The phone displays "It is in the hot-desking mode".

Related concepts
Signing in to Skype for Business

Signing out the Guest User

You can sign out the guest user after you use the phone.

Procedure

Do one of the following:

- When the phone is locked, select **Sign Out**.
- When the phone is unlocked, tap **More** > **Advanced** > **Sign Out**.

The guest user is signed out and the host user is signed in automatically.

> 📝 **Note:** When the phone has been inactive for a designated time (this time is configured by system adminitrator),the guest user will automatically be signed out. One minute beforelogout, the phone will prompt you to sign out immediately or continue using the phone as a guset user for 5 minutes.

Disabling Hot Desking

You can disable the Hot Desking feature, so that guests are not allowed to sign into your phone.

Procedure

1. Navigate to **More** > **Features** > **Hot-Desking**.
2. Turn off **Hot-Desking**.

Phone Lock

If your system administrator enables the phone lock feature for your phone in your environment, you can lock your phone when necessary.

- *Tips for Phone Lock*
- *Setting a lock PIN*
- *Setting the Idle Timeout for Phone Lock*
- *Setting the Unlock Attempts*
- *Locking Your Phone*
- *Unlocking Your Phone*
- *Changing Your lock PIN*
- *Resetting Your lock PIN*
- *Disabling Phone Lock*

Tips for Phone Lock

When the phone has been idle for a while, you can enable the phone lock feature. You can choose to lock your phone in following situations:

- Prevent unauthorized outgoing calls.
- Prevent people from viewing or modifying phone information, such as your conference schedules and history records.

When your phone is locked, you can:

- Place calls to the emergency and the authorized numbers only, unless your system administrator allows you to place calls to the contacts.
- Answer incoming calls, unless your administrator has set your phone to require a password to answer calls.

Setting a lock PIN

When you sign in to your Skype for Business account, you are prompted to set a lock PIN, which is used for unlocking your phone.

Procedure

1. Enter the lock PIN in the **New PIN** field.
2. Enter the lock PIN again in the **Confirm PIN** field.
3. Save the change.

> 📒 **Note:** If you do not create a lock PIN when prompted, you will be automatically signed out of the phone in a set amount of time. , and you must create a lock PIN when you try to sign in again.

Related concepts
Signing in to Skype for Business

Setting the Idle Timeout for Phone Lock

You can configure an idle timeout, after which the phone will lock automatically. The default time is 10 minutes.

Procedure

1. Navigate to **More** > **Basic** > **Phone Lock** > **Lock Time Out(mins)**.
2. Enter the integer between 1 to 1440 minutes in the **Lock Time Out(mins)** field.
3. Save the change.

Related tasks

Locking Your Phone

Setting the Unlock Attempts

You can specify the maximum number of unsuccessful unlock attempts for a locked phone.You will be automatically signed out of the phone when the unsuccessful unlock attempts exceeds the limit.

Procedure

1. Navigate to **More** > **Basic** > **Phone Lock**.
2. Select the desired value from the **Unlock attempts** field.
3. Save the change.

Locking Your Phone

Your phone automatically locks after being idle for a set amount of time, which is set by your system administrator. You can also lock your phone anytime you want.

Procedure

Tap **Lock**.

Related tasks

Setting the Idle Timeout for Phone Lock

Unlocking Your Phone

You can unlock your phone uing your lock PIN.

Procedure

1.
   Tap 🔓 , and enter the lock PIN in the input field.
2. Tap **Unlock**.

Changing Your lock PIN

You can change your lock code at any time.

Procedure

1. Tap **More** > **Basic** > **Phone Lock** .
2. Enter the lock PIN in the **Current PIN** field.
3. Enter the lock PIN in the **New PIN** field.
4. Enter the lock PIN again in the **Confirm PIN** field.
5. Save the change.

Resetting Your lock PIN

If you forget your lock PIN,you can reset the lock PIN from a phone using your login password.

Procedure

1. Tap **Forgot** on the lock screen .
2. Enter your login password for your Skype for Business account.
3. Select **Unlock**.

4. Enter and confirm your new lock PIN.

Disabling Phone Lock

If you do not want to lock your phone, you can disable phone lock.

Procedure

1. Navigate to **More** > **Basic** > **Phone Lock**.

2. Turn off **Lock Enable**.

3. Save the change.

Audio Calls

You can place calls, answer calls, transfer a call to someone else, or conduct a Skype for Business conference call.

- *Placing Calls*
- *Answering Calls*
- *Muting and Unmuting Audio*
- *Holding and Resuming Calls*
- *Ending an Active Call*
- *Transferring Calls*
- *Parking and Retrieving Calls on the Skype for Business Server*
- *Silencing or Rejecting Incoming Calls*
- *Forwarding An Incoming Call Manually*
- *Forwarding All Incoming Calls*

Placing Calls

You can use your phone like a regular phone to place calls in many ways easily.

- *Placing Calls Using the Dialer*
- *Placing Multiple Calls*
- *Placing Calls from a Locked Phone*
- *Placing Calls from the Call History*
- *Calling Favorites from the Favorites Screen*
- *Calling Contacts from the Directory*
- *Calling Contacts from the Search Results List*
- *Setting a Hotline Number and Delay Time*

Placing Calls Using the Dialer

You can enter a phone number to place a call.

Procedure

1. Tap **New Call**.

2. Enter the desired number.
You can also tap a desired contact from the search result list, favorites screen, history screen or contacts screen.

3. Tap .

Placing Multiple Calls

When you are in a call, you can hold your current call and place a new call. Only one active call (the call that has audio associated with it) can be in progress at any time.

Procedure

1. During a call, tap **More** > **Hold**.
   The active call is placed on hold.
2. Tap **New Call**.
3. Enter the desired number.
   You can also tap a desired contact from the search result list, favorites screen, history screen or contacts screen.
4. Tap [📞].

Placing Calls from a Locked Phone

On the locked phone, you can only place calls to the emergency and the authorized numbers, unless your system administrator allows you to place calls to the contacts.

Procedure

1. Tap **Emerg Call.**.
2. Dial the desired number.

Placing Calls from the Call History

You can place a call to the history record.

Procedure

1. Tap **Contacts**, and then tap 🕐 .
2. Slide up and down to scroll through call list.
3. Tap the desired entry.

Calling Favorites from the Favorites Screen

When you add a contact as a favorite, the Favorites screen on your phone display your favorites.

Procedure

1. Tap **Contacts**, and tap ⭐ .
2. Slide up and down to view more favorites.
3. Select the desired favorites.

Calling Contacts from the Directory

You can place calls to your contacts.

Procedure

1. Select **Contacts**.
2. Select the group that contains the desired contact.
3. Tap the desired contact.

Calling Contacts from the Search Results List

On the Dialing screen, you can search for Skype for Business contacts, local contacts and Microsoft Outlook contacts.

Procedure

1.
   Tap **New Call**, and then tap $\enspace$ 🔍 .

2. Enter a few continuous characters of the contact name or continuous numbers of the contact number to search for a desired contact.

3. Tap the desired entry from the result list directly.

Setting a Hotline Number and Delay Time

You can configure a hotline number and a delay. When you tap **New Call**, the phone will dial out the hotline number automatically after a designated period of time.

Procedure

1. Navigate to **More** > **Features** > **Hotline**.

2. Enter the desired number in the **Number** field.

3. Enter the desired delay time in the **HotLine Delay(s)** field.

4. Save the change.

Answering Calls

When you receive an incoming call on your phone, you can choose to answer it in various ways.

• *Answering Calls*
• *Answering a Call When in a Call*
• *Answering Calls Automatically*

Answering Calls

Procedure

Tap **Answer**.

Answering a Call When in a Call

When you are in an active call and an incoming call arrives on the phone, the call waiting tone beeps, and the incoming call information is displayed.

Procedure

Tap **Answer**.
The active call is placed on hold.

Related tasks
Disabling Call Waiting

Answering Calls Automatically

You can enable auto answer feature to automatically answer an incoming call when your phone is idle.

About this task

📝 **Note:** When you are in an active call and an incoming call arrives on the phone, the incoming call will not be automatically answered even if auto answer is enabled.

Procedure

1. Navigate to **More** > **Features** > **Auto Answer**.
2. Turn on **Auto Answer**.

Muting and Unmuting Audio

You can mute the microphone during an active call, and then the other party cannot hear you.

Procedure

1. During a call, tap the mute touch key on the phone or tap **Mute** on the touch screen.
   The mute touch key glows red.
2. To unmute audio, tap the mute touch key on the phone or tap **UnMute** on the touch screen.

Holding and Resuming Calls

You can place an active call on hold. Only one active call can be in progress on the phone at any time. Other calls can be made and received while placing the original call on hold.

- *Placing a call on Hold*
- *Resuming a Call*

Placing a call on Hold

Procedure

During a call, tap **More** > **Hold**.
Your phone will beep softly every 30 seconds to remind you that you still have a call on hold.

Resuming a Call

Procedure

Do one of the following:

- If only one call is placed on hold, select **Resume**.
- If multiple calls are placed on hold,slide left or right to select the held call, and then tap **Resume**.

Ending an Active Call

Procedure

Tap **End Call**.

Transferring Calls

You can transfer a call to another party using the blind transfer or consultative transfer method.

- *Performing a Blind Transfer*
- *Performing a Consultative Transfer*

Performing a Blind Transfer

You can transfer calls to another contacts immediately without consulting with them first.

Procedure

1. During a call, tap **More** > **Blind Tran**.
2. Do one of the following:

    - Enter a number and then tap   ☎
    - Tap a desired contact directly from the search result list, favorites screen, history screen or contacts screen.

Performing a Consultative Transfer

You can transfer calls to other contacts after consulting them first.

Procedure

1. During a call, tap **More** > **Transfer**.
2. Do one of the following:

    - Enter a number and then tap   ☎
    - Select a desired contact directly from the search result list, favorites screen, history screen or contacts screen.
3. After the party answers the call, tap **Transfer**.

Parking and Retrieving Calls on the Skype for Business Server

Parked calls are placed in the call orbit and you are given a retrieval number to retrieve the call.

- *Parking Skype for Business Calls*
- *Retrieve Parked Skype for Business Calls on the Same Phone*
- *Retrieve Parked Skype for Business Calls on Another Phone*

Parking Skype for Business Calls

You can park a call, and continue to make calls and answer other incoming calls on your phone.

Procedure

During a call, navigate to **More** > **Park**.
The call is placed in the call orbit and the phone displays a retrieval number.

Retrieve Parked Skype for Business Calls on the Same Phone

After you park a call, you can retrieve it on the same phone.

Procedure

Select **Retrieve Park**.

Retrieve Parked Skype for Business Calls on Another Phone

After you park a call, you can provide another contact with the call retrieval number to retrieve the call.

Procedure

Dial the retrieval number.

📝 **Note:** If the call is ended before being retrieved, the prompting message "Parked call ended before it can be retrieved" is displayed on the screen of the person who parked the call.

Silencing or Rejecting Incoming Calls

When you receive an incoming call, you can choose to silence or reject the call instead of answering.

- *Silencing an Incoming Call*
- *Reject Incoming Calls*

Silencing an Incoming Call

You can silence a call to stop your phone from ringing. Even if you silence the ringer, an incoming call notification continues to display on your phone.

Procedure

When you receive an incoming call, select **Silence**.

Reject Incoming Calls

You can reject a call and send the call directly to voicemail (if voicemail is available). Rejected calls display in the Receieved Calls list in your call history.

Procedure

When you receive an incoming call, tap **Reject**.

Forwarding An Incoming Call Manually

You can manually forward the call to another contact or your voicemail when your phone is ringing.

- *Forwarding An Incoming Call to a Contact Manually*
- *Forwarding An Incoming Call to Your Voicemail Manually*

Forwarding An Incoming Call to a Contact Manually

You can manually forward the incoming call to another contact when your phone is ringing.

Procedure

1. When your phone is ringing, tap **Forward**.

2. Do one of the following:

- Enter a number and then tap
- Tap a desired contact directly from the search result list, favorites screen, history screen or contacts screen.

Forwarding An Incoming Call to Your Voicemail Manually

You can manually forward the call to your voicemail when your phone is ringing.

Procedure

When your phone is ringing, tap **FWD VM**.

Forwarding All Incoming Calls

You can set up your phone to forward all incoming calls to a specified destination.

- *Forwarding Calls to a Contact*
- *Forwarding Calls to Voicemail*
- *Forwarding Calls to Delegates*
- *Simultaneously Ring a Contact*
- *Simultaneously Ring a Group of Contacts*
- *Simultaneously Ring Delegates*
- *Disabling Call Forward Feature*
- *Configuring the Delay Time for Forwarding Incoming Calls*

Forwarding Calls to a Contact

You can forward all incoming calls to a contact.

Procedure

1. Tap **More** > **Features** > **Call Forward**.

2. Turn on **Call Forward**.

3. Select **Forwarding Calls to a Contact**.

4. Enter a contact's number or select a contact.

5. Save the change.

Forwarding Calls to Voicemail

You can forward all incoming calls to your voicemail.

Procedure

1. Navigate to **More** > **Features** > **Call Forward**.

2. Turn on **Call Forward**.

3. Select **Forward to Voice Mail**.

4. Save the change.

Forwarding Calls to Delegates

You can forward all incoming calls directly to your delegates.

Before you begin
Assigning Delegates

Procedure

1. Navigate to **More** > **Features** > **Call Forward**.
2. Turn on **Call Forward**.
3. Select **Forward to Delegates**.
4. Save the change.

Simultaneously Ring a Contact

You can choose to simultaneously ring a contact when you receive incoming calls.

Procedure

1. Navigate to **More** > **Features** > **Call Forward**.
2. Turn on **Call Forward**.
3. Select **Simultaneously Ring to a Contact**.
4. Enter a contact's number.
5. Save the change.

Simultaneously Ring a Group of Contacts

You can choose to simultaneously ring a group of Skype for Business contacts when you receive incoming calls.

Before you begin
Editing Your Team-Call Group Members

Procedure

1. Navigate to **More** > **Features** > **Call Forward**.
2. Turn on **Call Forward**.
3. Select **Simultaneously Ring to Team Call**.
4. Save the change.

Simultaneously Ring Delegates

You can enable your delegates' phones to simultaneously ring when you receive incoming calls.

Before you begin
Assigning Delegates

Procedure

1. Navigate to **More** > **Features** > **Call Forward**.
2. Turn on **Call Forward**.
3. Select **Simultaneously Ring to Delegates**.
4. Save the change.

Disabling Call Forward Feature

Procedure

1. Navigate to **More** > **Features** > **Call Forward**.
2. Turn off **Call Forward**.
3. Save the change.

Configuring the Delay Time for Forwarding Incoming Calls

You can configure the delay time for forwarding incoming calls. That is, incoming calls are forwarded if it is not answered after designated delay time.

Procedure

1. Navigate to **More** > **Features** > **Call Forward**.
2. Select the desired value from the **Reject call delay(s)** field.
3. Save the change.

Skype for Business Conferences

This chapter provides basic operating instructions about initiating and managing a Skype for Business conference call.

- *Initiating a Skype for Business Conference Call*
- *Sending the Conference Information*
- *Viewing the Conference Participants*
- *Managing the Conference Participants*
- *Leaving the Conference*

Initiating a Skype for Business Conference Call

You can initiate a Skype for Business conference call in many ways.

- *Initiating a Conference Call by Meet Now*
- *Initiating a Conference Call during a Skype for Business Call*
- *Initiating a Group Conference Call*
- *Merging Multiple Calls into a Conference Call*
- *Merging an Active Call and a Held Call into a Conference Call*

Initiating a Conference Call by Meet Now

Procedure

Tap **Meet Now**.

Initiating a Conference Call during a Skype for Business Call

You can initiate a Skype for Business conference call by inviting contacts to the active call.

Procedure

1. During a call, tap **Add**.

2. Do one of the following:

   - Enter the desired number, and then tap [📞].
   - Tap a desired contact directly from the search result list, the favorites screen, the history screen or the contacts screen.

Initiating a Group Conference Call

You can initiate a Skype for Business conference call by calling a group of Skype for Business contacts.

Procedure

1. Tap **Contacts**.
2. Tap ⏱ on the right of the desired Skype for Business group.
   The phone screen prompts if you are you sure to start a conference.
3. Select **OK** to dial all contacts in the group.

Merging Multiple Calls into a Conference Call

You can merge multiple calls into a conference call.

Before you begin
Placing Multiple Calls

Procedure

During multiple calls, tap **Merge calls**.

📝 **Note:** Multiple conferences cannot be merged into one conference call.

Merging an Active Call and a Held Call into a Conference Call

You can merge two individual calls instead of all calls into a conference call.

Before you begin
Placing Multiple Calls

Procedure

1. During multiple calls, tap **Add**.
2. Tap the held call.
   The active call and the selected held call are merged into a conference.

Sending the Conference Information

If you are a conference participant, you can send the conference dial-in number and conference ID to contacts who want to join the conference.

Procedure

1. During a Skype for Business conference, navigate to **More** > **Conf Info** to view the dial-in number and conference ID.
2. Send the dial-in number and conference ID to the contacts who you want to join the conference.

> 📝 **Note:** If the conference is locked, anyone that tries to join the conference will enter the lobby and wait for the organizer or presenters to accept the call.

Viewing the Conference Participants

When you initiate or join a conference call, you can view the conference participants.

Procedure

1. Navigate to **More** > **Participants** to view the conference participants' information during a conference.
2. There are three roles in a conference:

   - **Organizer** ( ): the user who creates a conference. The organizer can manage the presenters and attendees.

   - **Presenter** ( ): the participant who is invited to the conference will be a presenter by default. The presenter can only manage other presenters and attendees.
   - **Attendee** : the user who is invited to a conference but who is not authorized to act as a presenter. The attendee cannot manage call participants.

Managing the Conference Participants

When you initiate a Skype for Business conference call, you will be an organizer and other participants are listed as presenters by default. As an organizer or presenter, you can manage call participants.

- *Muting and Unmuting All Conference Participants*
- *Muting or Unmuting Individual Conference Participants*
- *Demoting or Promoting Conference Participants*
- *Enabling or Disabling Conference Announcements*
- *Locking or Unlocking a Conference Call*
- *Admitting or Denying Participants to a Locked Conference Call*
- *Removing Conference Participants*

Muting and Unmuting All Conference Participants

The organizer and presenters can mute or unmute all conference participants.

Procedure

1. During a Skype for Business conference, navigate to **More** > **Mute All**.
   The mute icon is displayed on the person who is muted.
2. Navigate to **More** > **Unmute All** to enable all participants to speak in the conference.

   The muted participants tap **UnMute** or the mute touch key to unmute.

Muting or Unmuting Individual Conference Participants

The organizer and presenters can mute or unmute individual conference participants.

Procedure

1. During a Skype for Business conference, navigate to **More** > **Participants**.
2. To forbid the participant from speaking, tap 🎤 next to the participant.
3. To unmute the participant, tap 🎤 next to the participant.

The muted participants tap **UnMute** or the mute touch key to unmute.

Demoting or Promoting Conference Participants

The organizer and presenters can promote conference participants from attendees to presenters or demote conference participants from presenters to attendees.

Procedure

1. During a Skype for Business conference, navigate to **More** > **Participants**.
2. Do one of the following:

   - Tap ⬆ to demote a presenter to an attendee.
   - Tap ⬇ to promote an attendee to a presenter.

Enabling or Disabling Conference Announcements

Only the organizer and presenters can enable or disable the announcement. When the announcement feature is enabled, the phone will issue a voice message to announce that a participant joins or leaves the conference.

Procedure

Do one of the following:

- Navigate to **More** > **E.Anc** to enable announcements.
- Navigate to **More** > **U.Anc** to disable announcement.

Locking or Unlocking a Conference Call

The organizer and presenters can lock a conference call to prevent other people from joining the conference call without approval. When the conference is locked, contacts must wait for the organizer or presenters to admit them to the meeting.

Procedure

1. During a Skype for Business conference, tap **More** > **ConfLock**.

   An icon 🔒(the number indicates the participants waiting in the lobby) appears on the screen.
2. When you're ready to enable people to join the conference, navigate to **More** > **ConfUnLock**.

Admitting or Denying Participants to a Locked Conference Call

The conference participants can invite participant to join a locked conference. Participants can also join locked conference by dialing dial-in number and Conference ID.

Before you begin

The conference is locked and you are the conference organizer or presenter. For more information, refer to *Locking or Unlocking a Conference Call* .

Procedure

1. Navigate to **More** > **Lobby** to view the callers waiting in the lobby.
2. Do one of the following:

   - Tap ⌄ to allow the caller to join the locked conference as a presenter successfully.

- Tap ✕ to reject the caller to join the locked conference as a presenter successfully. The caller drops the call automatically.
  - Tap **Admit All**. All callers join the locked conference as presenters successfully.
  - Tap **Reject All**. All callers fail to join the locked conference, and the callers drop the call automatically.

Removing Conference Participants

An organizer can remove presenters and attendees. A presenter can remove other presenters and attendees. An attendee cannot remove other participants.

Procedure

1. During a Skype for Business conference, navigate to **More** > **Participants**.
2. Tap 👤✕ to remove the participant from the conference call.

Leaving the Conference

All participants can leave the conference at any moment.

Procedure

Tap **End Call**.
Other participants remain connected.

Recording Audio

If your system administrator enables recording feature, you can record local audio when the phone is idle or record active calls.

About this task

You can record up to 12 hours in one file. By default, the recorded audios are saved in the internal SD card. You can also connect a USB flash drive to your phone, and choose to save the recorded audios to it instead of the internal SD card. You can play the recorded audios either on the phone itself or on a computer.

> 📋 **Note:** If recording feature is disabled, you can only view and play the recorded audios, if they exist.

- *Recording Local Audios*
- *Recording a Call*
- *Playing the Recorded Audios*
- *Copying Recorded Audios to USB Flash Drive*
- *Renaming the Recorded Audios*
- *Deleting the Recorded Audios*
- *Checking Storage Space*

Recording Local Audios

You can record local audio when the phone is idle. The recorded audios are saved in *.amr format. The recorded audios are saved with the name consisting of a prefix "record@" and date & time stamp, for example,

record@180530-151118 was created on May 30, 2018, at 15:11:18. During recording, you can mark specific moments so that you can quickly find and listen to them later.

Before you begin
Make sure the recording feature is enabled.

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder**.
2. If you insert an USB flash drive, tap **USB** to save the recorded audio to USB flash drive.
3. Tap ● to start recording.
4. During recording, you can do one of the following:

   - Tap ⚑ to mark specific moments.
   - Tap ⊗ to cancel the recording.
   - Tap ⏸ to pause the recording, and then tap ▶ to resume the recording.
   - Tap ✓ to end the recording and save the recorded audio.

Recording a Call

You can record active calls. The recorded calls is saved in *.aac format and include a date & time stamp and the other party's number or name. For example, 20180530-1452-yl39 was created on May 30, 2018, at 14:52 and you have a call with yl39. During recording, you can mark specific moments so that you can quickly find and listen to them later.

Procedure

1. During a call, tap **More** > **Start REC**.
2. If a USB flash drive is connected, select where to save your recording.
3. During recording, you can do one of the following:

   - Tap ⚑ Mark to mark specific moments.
   - Tap **More** > **Pause REC** to pause the recording, and then tap **More** > **Resume REC** to resume the recording.
   - Tap **More** > **Stop REC** to end the recording and save the recorded audio
   - Tap **End Call** to end the call and save the recorded audio.

Playing the Recorded Audios

When you receive an incoming call while playing a recording, the recording is paused automatically. If you do not answer or reject the incoming call, or if you answer the incoming call and end the call, the recording will continue to play automatically.

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder**.
2. If you want to play the recorded audio saved in USB flash drive, tap **USB**.
3. Tap ▶ beside the desired recorded audio to play the recorded audio.
4. During the playing, you can do the following:

- Tap ⏸ to pause playing recorded audio.

- Tap ▶ to continue the playing.
- Drag the slider to skip forward the playing or rewind the playing.
- Drag the slider to the position with red flag to listen to the marked moments.
- Tap the Volume key to increase or decrease the volume of the speakerphone.

- Tap ⏹ to stop the playing.

Copying Recorded Audios to USB Flash Drive

Before copying recorded audios to USB flash drive, you should connect a USB flash drive first.

- *Copying a Recorded Audio to USB Flash Drive*
- *Copying Multiple Recorded Audios to USB Flash Drive*

Copying a Recorded Audio to USB Flash Drive

You can copy recorded audios that are stored in the internal SD card to a USB Flash drive.

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder**.
2. Tap ⋮ after the desired recorded audio, and then tap **Copy to USB**.

Copying Multiple Recorded Audios to USB Flash Drive

You can copy multiple or all recorded audios that are stored in the internal SD card to a USB Flash drive.

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder**.
2. Tap 🖉 in the top-right corner.
3. Tap the desired recorded audios or tap the radio box on the top-left of the screen to select all recorded audios.
4. Tap **Copy to USB**.

Renaming the Recorded Audios

You can rename recorded audios.

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder**.
2. If you want to rename the recorded audio saved in USB flash drive, tap **USB**.
3. Tap ⋮ after the desired recorded audio, and then tap **Rename**.
4. Enter the desired file name.
5. Tap **OK** to accept the change.

Deleting the Recorded Audios

When you have played a recording or need space for a new file, you can delete recorded audios from the phone.

- *Deleting a Recorded Audio*
- *Deleting Multiple Recorded Audios*

Deleting a Recorded Audio

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder**.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap ⋮ after the desired recorded audio, and then tap **Delete**.

   The phone screen prompts you are sure to delete.
4. Tap **OK**.

Deleting Multiple Recorded Audios

You can delete multiple or all recorded audios.

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder**.
2. If you want to delete the recorded audio saved in USB flash drive, tap **USB**.
3. Tap ✎ in the top-right corner.
4. Tap the desired recorded audios or tap the radio box on the top-left of the screen delete select all recorded audios.
5. Tap 🗑 .

   The phone screen prompts you are sure to delete.
6. Tap **OK**.

Checking Storage Space

You can check the storage space (e.g., total space, available space) of the internal SD card or connected USB flash drive. At least 10M free space is required for recording.

Procedure

1. Navigate to **More** > **Features** > **Audio Recorder** .
2. If you want to check the storage space of the USB flash drive, tap **USB**.
3. Check the capacity and remaining recordable time.

Boss-Admin for Skype for Business

When your phone is registered with Skype for Business Server, you can use the Boss-Admin feature to manage shared lines. The Boss-Admin feature enables a "boss" phone and delegates' phones to ring simultaneously when a user

calls the boss. When one party answers the call, the other phone will stop ringing. A boss can assign delegates, and delegates can manage calls on behalf of the boss's line.

- *Assigning Delegates*
- *Viewing the Delegates Group*
- *Viewing the Boss Group*
- *Editing the Delegates Group*
- *Managing Calls on the Boss's Line*

Assigning Delegates

You can assign delegates to your line using the Skype for Business client only. However, you cannot assign yourself as a delegate. As a delegate, you can be assigned to multiple bosses' lines.

Procedure

1. In your Skype for Business client, click ↩▾ , and select **Call Forwarding Settings**.
2. Select **Simultaneously Ring** > **My Delegates**, as shown below.
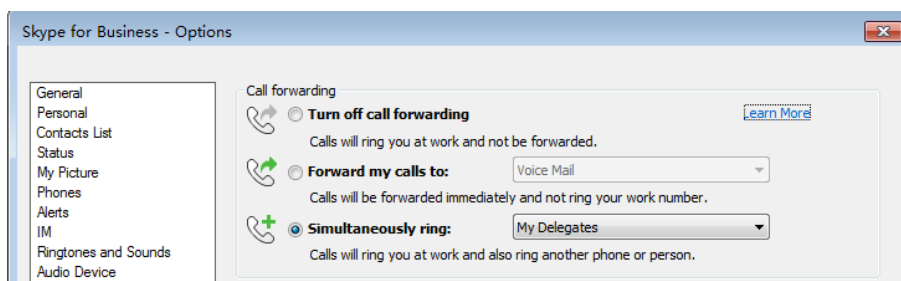
3. In the **Call Forwarding - Delegates dialog** field, click **Add**.
4. In the **Choose a Delegate** field, select the contact you want to add as a delegate and click **OK**.
5. Click **OK** when you have finished assigning contacts as delegates.
   Simultaneous ringing is enabled for all assigned delegates. If the boss's line receives an incoming call, both the boss and delegate's phones ring.

Viewing the Delegates Group

Your delegates are automatically added to the **Delegates** group on your phone and in the Skype for Business client.

Procedure

Navigate to **Contacts** > **Delegates**.

Viewing the Boss Group

You can view the contacts for which you are assigned as a delegate in the **Bosses** group on your phone and in the Skype for Business client.

Procedure

Navigate to **Contacts** > **Bosses**.

Editing the Delegates Group

You cannot edit the Delegates group on your phone. If you want to add or remove delegates, you need to edit the Delegates group in your Skype for Business client.

Procedure

1. In your Skype for Business client, click ↪ ▾ , and select **Call Forwarding Settings.**.
2. Select **Edit my delegate members** , as shown below.
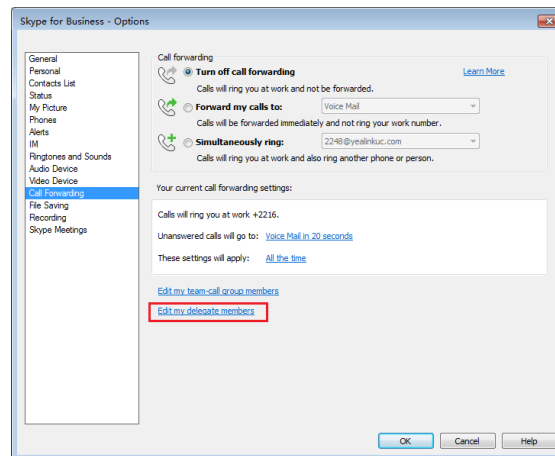
3. Do one of the following:

   • Select a delegate and click **Remove** to delete the delegate from the group.
   • Select **Add** to add delegates.

Managing Calls on the Boss's Line

Delegates can place, answer, hold, or transfer calls on behalf of the boss's line.

• *Responding to Incoming Boss Calls*
• *Viewing Held Boss Calls*
• *Resuming Held Boss Calls*
• *Transferring a Boss Call*
• *Resuming a Transferred Boss Call*
• *Transferring a Call to a Boss's Voicemail*
• *Placing a Call on Behalf of a Boss*
• *Initiating a Conference Call on Behalf of a Boss*
• *Joining Conference Calls for a Boss*

Responding to Incoming Boss Calls

When a call is placed to the boss's line, the call is displayed on the boss's and delegate's phones. As a delegate, you can answer an incoming call on a boss's line, reject the call, or forward the call directly to the boss's voicemail.

Procedure

Do one of the following:

• Select **Answer** to answer the call.
• Select **Boss VM** to forward the call to the boss's voicemail.

- Select to forward the call to the other people.
- Select **More** > **Silence** to mute the ringtone.
- Select **More** > **FWD VM** to forward the call your voicemail.
- Select **Reject** to reject the call.

Viewing Held Boss Calls

Bosses and delegates can both view held calls on the boss's line. If there is an active call on boss's line, the Boss/Admin soft key glows red on the delegate's phone.

Procedure

Tap the **Boss/Admin** bar.

Resuming Held Boss Calls

Any assigned delegate can resume held calls on the boss's line.

Procedure

1. Tap the **Boss/Admin** bar.
2. Tap the avator of the caller.

Transferring a Boss Call

After a delegate answers the call for the boss, the delegate can transfer the call to the boss's phone via Safe Transfer, which enables the delegate to transfer the call to the boss's phone and prevents the call from going to voicemail if the boss does not answer the call. The delegate can resume the call and talk with the client continuously.

Procedure

During a delegation call, navigate to **More** > **Safe Tran**.
The call is transferred to the boss's phone.

Resuming a Transferred Boss Call

If the boss is not available to answer the transferred call or rejects the transferred call, the delegate's phone displays a notification stating that the transferred call failed. The delegate can resume the call.

Procedure

Tap **Resume**.

Transferring a Call to a Boss's Voicemail

If a boss is unavailable to take calls, delegates can transfer the calls directly to the voicemail of the boss.

Procedure

During a delegation call, select **BossVM**.

Placing a Call on Behalf of a Boss

As a delegate, you can make calls on behalf of your assigned boss on their lines.

Procedure

1. Navigate to **Contacts** > **Bosses**.

2. Tap ⓘ on the right of the desired boss.

3. Tap ⋮ ,and then tap **On behalf**.

4. Enter the desired number, and then tap [📞] .

Initiating a Conference Call on Behalf of a Boss

As a delegate, you can initiate a conference call on behalf of your assigned boss on their lines.

Procedure

1. Navigate to **Contacts** > **Bosses**.

2. Tap ⓘ on the right of the desired boss.

3. Tap ⋮ ,and then tap **On Behalf of Conf**.

Joining Conference Calls for a Boss

As a delegate, you can join an incoming conference call on behalf of a boss on their line and add the boss to the conference call.

Procedure

1. Select **Answer** to answer an incoming conference call.
2. Navigate to **More** > **Invite Boss** to add the boss to the conference call.
3. Select **OK** to confirm invitation.
4. After you have connected the boss's line to the conference call, select **End Call** to leave the conference call.

Managing the Call History

The call history on your phone includes missed, placed and received calls. Each list holds up to 100 entries.

- *Viewing History Records*
- *Deleting History Records*
- *Disabling Contact Avatar*
- *Disabling History Record*

Viewing History Records

You can view your history records.

Procedure

1. Tap **Contacts**, and then tap 🕐 .

2. Slide up and down to view more history records.

3. Tap ⓘ on the right of the desired contact.

Deleting History Records

You can delete one or a batch of history records.

- *Deleting a Call Record*
- *Deleting Multiple Call Records*

Deleting a Call Record

Procedure

1. Tap **Contacts**, and tap 🕐 .
2. Slide up and down to view more records.
3. Tap ⓘ on the right side of the desired entry.
4. Tap ⋮ , and tap **Delete** from the pop-up box.

   The phone screen prompts you are sure to delete.
5. Select **OK**.

Deleting Multiple Call Records

You can delete multiple call records or all records.

Procedure

1. Tap **Contacts**, and tap 🕐 .
2. Long tap any entry.
3. Do one of the following:

   - Tap the desired entries.
   - You can also tap the checkbox on the title area to delete all history records.
4. Tap 🗑 .

Disabling Contact Avatar

If you do not want to see the avatars of call records, you can disable contact avatar feature.

Procedure

1. Navigate to **More** > **Features** > **History Setting**.
2. Turn off **Contacts Avatar**.

Disabling History Record

If you do not want to save the call history, you can disable history record feature.

Procedure

1. Navigate to **More** > **Features** > **History Setting**.

2. Turn off **History Record**.

Managing Contact Directory

The phone directory includes local directory and Skype for Business directory (for example, Favorites, Delegates, Bosses or Other Contacts). Local directory are stored in the phone only. The contacts of Skype for Business directory and the Skype for Business client are synchronized.

- *Searching for Contacts*
- *Skype for Business Directory*
- *Local Directory*

Searching for Contacts

You can search for Skype for Business contacts, local contacts and Microsoft Outlook contacts.

Procedure

1. Tap **Contacts**, and then tap Q .

2. Enter the search criteria to search for a desired contact.
The search result is displayed.

Skype for Business Directory

The Skype for Business directory on your phone displays all Skype for Business contacts. You can view and search Skype for Business contacts via the phone only. If you want to add, edit or delete Skype for Business contacts, you can use Skype for Business client.

- *Adding Skype for Business Contacts*
- *Viewing Skype for Business Contacts*

Adding Skype for Business Contacts

You can add Skype for Business contacts using your Skype for Business client only.

Procedure

1. In the search field of your Skype for Business client, enter your search criteria.

2. From the search results, right-click the contact, and then click **Add to Contacts List**.

3. Select the desired group.
The contact is added to the selected group.

Viewing Skype for Business Contacts

You can view the information about each Skype for Business contact on the phone, for example, the name, the number, the status and so on.

Procedure

1. Tap **Contacts**.

2. Select the desired Skype for Business group.
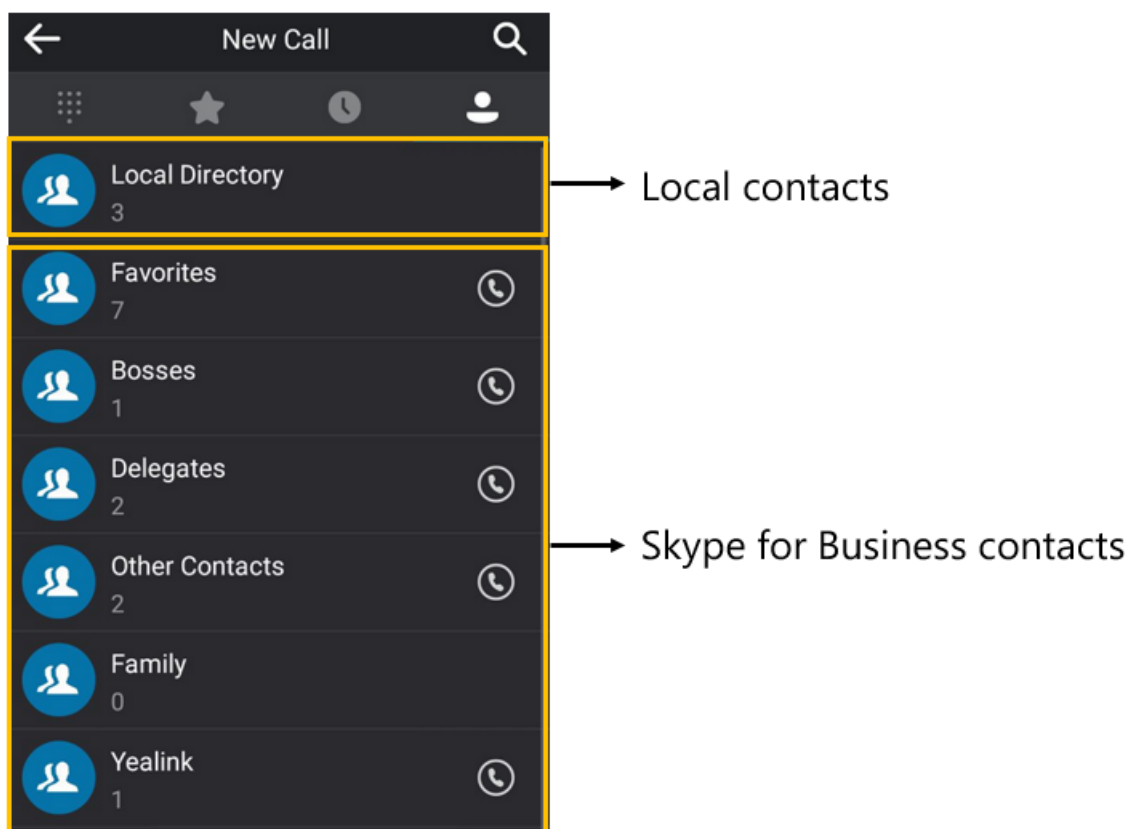
3.
  Tap ⓘ on the right side of the desired contact.

Local Directory

You can add, edit or delete local contacts on your phone.

- *Adding Local Contacts*
- *Viewing Local Contacts*
- *Editing Local Contacts*
- *Deleting Local Contacts*

Adding Local Contacts

You can add local contacts using the following ways:

- *Adding Local Contacts Manually*
- *Adding Local Contacts from Skype for Business Directory*
- *Adding Local Contacts from the History Record*

Adding Local Contacts Manually
You can add contacts to local directory. Make sure that the contact name is unique.

Procedure

1. Tap **Contacts** > **Local Directory** > **All Local Contacts**.

2.
  Tap ➕.

3. Enter the contact information.

4. Select the desired ringtone for this contact from the **Ring** field.

5. Save the change.

Adding Local Contacts from Skype for Business Directory

Procedure

1. Tap **Contacts**.

2. Select the desired Skype for Business group.
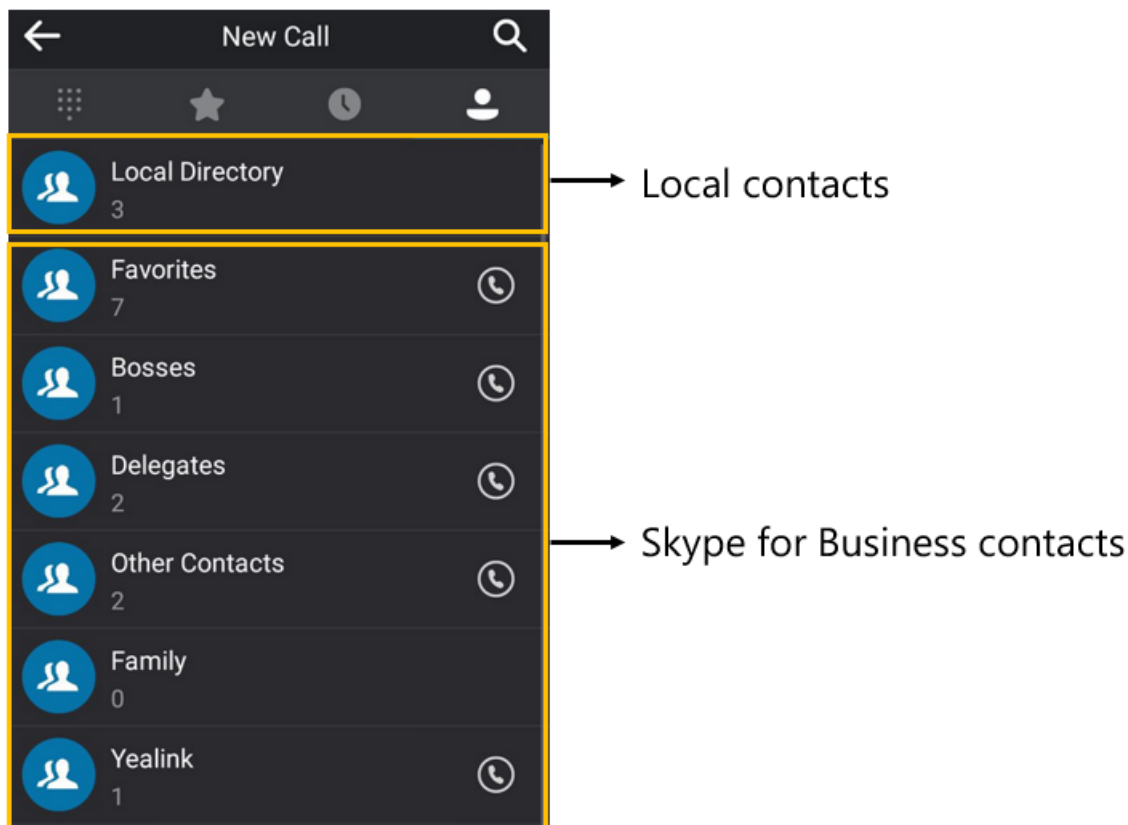
3.
Tap ⓘ on the right side of the desired contact.

4.
Tap ⋮ , and select **Add to Local** from the pop-up box.

5. Edit the contact information.

6. Save the change.

Adding Local Contacts from the History Record

You can add a history record to the local directory.

Procedure

1.
Tap **Contacts**, and tap 🕔 .

2. Slide up and down to view more records.

3.
Tap ⓘ on the right side of the desired entry.

4.
Tap ⋮ , and select **Add to Local** from the pop-up box.

5. Edit the contact information.

> 📝 **Note:** Conference records cannot be added to the Skype for Business directory.

Viewing Local Contacts

You can view information about each local contact on the phone.

Procedure

1. Navigate to **Contacts** > **Local Directory**.

2. Select the desired group.

3.
Tap ⓘ on the right of the desired contact.

Editing Local Contacts

You can change or add more information to your contacts.

Procedure

1. Navigate to **Contacts** > **Local Directory**.

2. Select the desired contact list.

3.
Tap ⓘ on the right of the desired contact.

4.
Tap ✎ .

5. Edit the contact information.

6. Save the change.

Deleting Local Contacts

You can delete local contacts to make room for new local contacts.

Procedure

1. Navigate to **Contacts** > **Local Directory**.

2. Select the desired contact list.

3.
Tap ⓘ on the right side of the desired contact.

4.
Tap ⋮ , and tap **Delete** from the pop-up box.

The phone screen prompts you are sure to delete.

5. Select **OK**.

Managing Favorites

Favorites are the contacts in your directory that you call most often. The favorites on your phone include local favorites and Skype for Business favorites.

- *Skype for Business Favorites*
- *Local Favorites*

Skype for Business Favorites

Skype for Business favorites on your phone synchronize with the favorites in the Skype for Business client.

- *Adding Skype for Business Favorites*
- *Viewing Skype for Business Favorites on the Favorites Screen*
- *Viewing Skype for Business Favorites in the Directory*

Adding Skype for Business Favorites

You can add Skype for Business favorites using your Skype for Business client only.

Procedure

1. Right-click a Skype for Business contact.
2. Click **Add to Favorites**.
   The contact is added to the Favorites group.

Viewing Skype for Business Favorites on the Favorites Screen

You can view the favorites on the Favorites screen. By default, local favorites are displayed before the Skype for

Business contacts. Local favorites are indicated by the icon ⭐. Skype for Business favorites are indicated by the presence status icon.

Procedure

Tap **Contacts**, and tap ⭐.
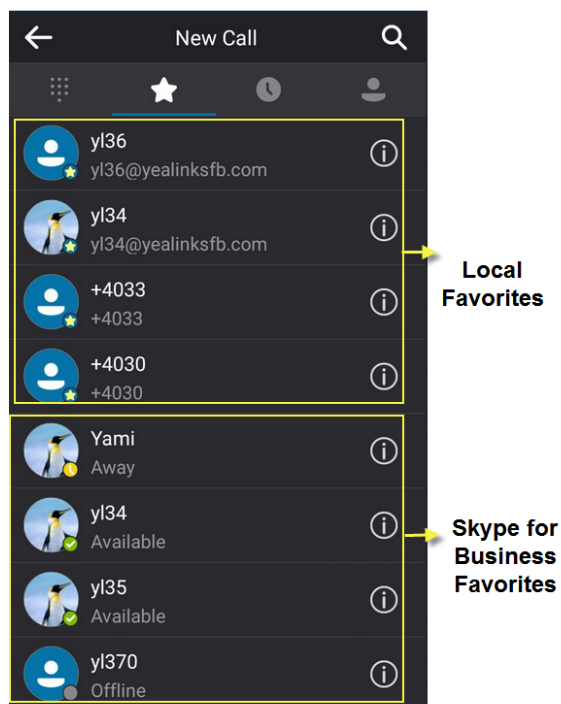
Viewing Skype for Business Favorites in the Directory

You can view Skype for Business favorites in the directory.

Procedure

Tap **Contacts** > **Favorites**.

Local Favorites

Local favorites are stored on your phone only.

- *Adding Local Favorites*
- *Viewing Local Favorites on the Favorites Screen*
- *Viewing Local Favorites in the Directory*
- *Reordering Local Favorites*
- *Deleting Local Favorites*

Adding Local Favorites

You can add local favorites. Local favorites are displayed on the Favorites screen and in your directory.

Procedure

1. Navigate to **Contacts** > **Local Directory** > **All Local Contacts**.
2. Tap ⓘ on the right side of the desired contact.
3. Tap ⋮ , and select **Favorite** from the pop-up box.
4. Select the desired index number for this contact from the **Index** field.
   The favorite with the lowest index number is displayed first. The lowest number is Null
5. Save the change.

Viewing Local Favorites on the Favorites Screen

You can view the favorites on the Favorites screen. By default, local favorites are displayed before the Skype for

Business contacts. Local favorites are indicated by the icon ⭐. Skype for Business favorites are indicated by the presence status icon.

Procedure

Tap **Contacts**, and tap ⭐.
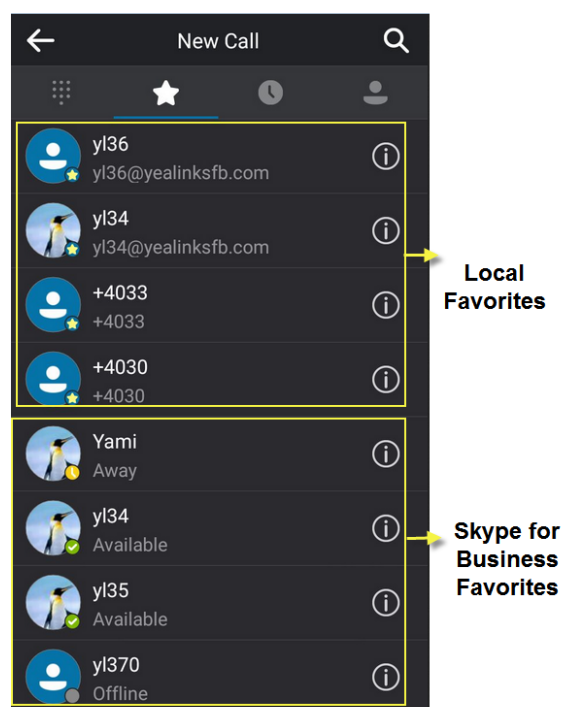
Viewing Local Favorites in the Directory

You can view local favorites in the directory.

Procedure

Navigate to **Contacts** > **Local Directory** > **Local Favorites**.

Reordering Local Favorites

You can change the order in which your favorites display on the idle or Favorites screen. The favorite with the lowest index number is displayed first.

Procedure

1. Tap **Contacts** > **Local Directory** > **Local Favorites**.
2. Tap ⓘ on the right side of the desired contact.
3. Tap ✎ .
4. Select the desired index number for this contact from the **Index** field.
5. Save the change.

Deleting Local Favorites

You can delete local favorites to make room for new local favorites.

Procedure

1. Tap **Contacts** > **Local Directory** > **Local Favorites**.
2. Tap ⓘ on the right side of the desired contact.

3.
   Tap ⋮ , and tap **Delete** from the pop-up box.

   The phone screen prompts if you are sure to delete.

4. Select **OK**.

Using the Voicemail

You can leave voicemails for someone else using the Skype for Business phone. You can also listen to voicemails that are stored in your voicemail. Voicemail is available only when the system administrator enables it for the Skype for Business user.

- *Leaving a Voicemail*
- *Accessing the Message Center*
- *Managing the Voicemail*

Leaving a Voicemail

You can leave voicemails for others who are busy or inconvenient to answer your call. Follow the voice prompt from the system server to leave a voicemail, and then hang up. You can also dial the voicemail address of a Skype for business contact to leave a voicemail.

Procedure

1. Tap **Contacts**.
2. Select the desired Skype for Business group.
3.
   Tap ⓘ on the right side of the desired contact.
4. Tap **Voice Mail** to leave a voicemail.

Accessing the Message Center

You can access the message center, and then follow the voice prompts to listen to your voicemails.

Procedure

   Do one of the following:

- If you sign into the phone using PIN Authentication method, tap **Voice Mail**.
- If you sign into the phone using **User Sign-in**, **Web Sign-In** or **Signing in via PC** method, tap **Voice Mail**, and then tap 📧.

Managing the Voicemail

When the phone is connected to Microsoft Exchange Server, you can manage the visual voicemails, including viewing a list of voicemails, call back to those who left the voicemails list, mark voicemails as read and delete voicemails, and so on. Make sure that you sign into the phone using **User Sign-in**, **Web Sign-In** or **Signing in via PC** method.

- *Listening to the Voicemail*
- *Calling a Contact from Voicemail*

- *Marking the Message as Read or Unread*
- *Deleting Voicemail Messages*

Listening to the Voicemail

You can listen to a voicemail directly.

Procedure

1. Tap **Voice Mail**.
2. Do one of the following:

   - Tap ⏵ beside the desired voicemail.

   - Tap ▶ beside the desired voicemail.

Calling a Contact from Voicemail

After you listen to a contact's voicemail, you can call the contact from the Voicemail screen.

Procedure

1. Tap **Voice Mail**.
2. Select the desired voicemail.
3. Tap ⋮ , and tap **Call** from the pop-up box.

Marking the Message as Read or Unread

You can choose to mark unread messages that you do not want to listen to as read, and you can choose to mark read messages that you want to listen to again as unread.

Procedure

1. Tap **Voice Mail**.
2. Tap the desired voicemail.
3. Tap ⋮ , and tap **Mark as Read** or **Mark as UnRead** from the pop-up box.

Deleting Voicemail Messages

After you listen to a message, you can delete them.

Procedure

1. Tap **Voice Mail**.
2. Tap the desired voicemail.
3. Tap ⋮ , and tap **Delete** from the pop-up box.

   The phone screen prompts you are sure to delete.
4. Select **OK**.

Using the Calendar

When connected to Microsoft Exchange Server, you can view and join meetings scheduled in Microsoft Outlook from your Skype for Business phones. Make sure that you sign into the phone using **User Sign-in**, **Web Sign-In** or **Signing in via PC** method.

- *Opening the Calendar*
- *Conference Status*
- *Navigating Month View*
- *Navigating Day View*
- *Displaying Meeting View on the Calendar*
- *Tracking the Calendar*
- *Enabling the Meeting Reminders*
- *Responding to Meeting Reminders*
- *Joining Skype Conferences*

Opening the Calendar

You can access to Skype conference, appointment, meeting and event scheduled in Microsoft Outlook.

Procedure

1. Tap 📅 .

2. Tap 📅 .

   - If your system administrator configures the phone to display today's schedules only, the screen is shown as below:
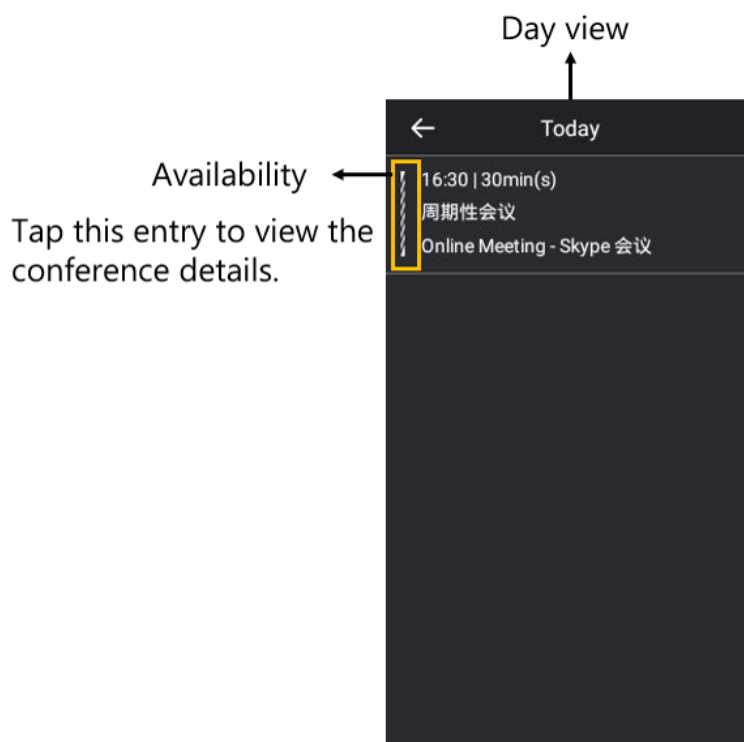
• If your system administrator configures the phone to display all schedules, the screen is shown as below:
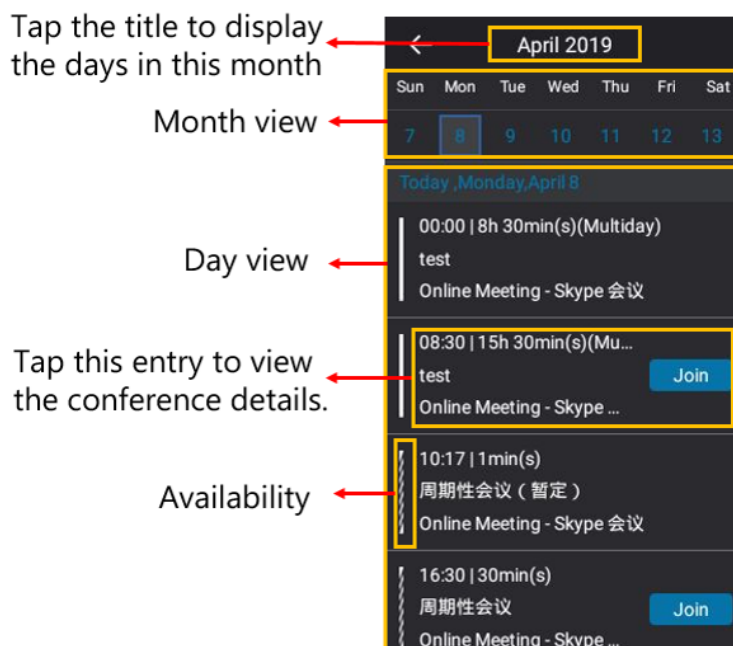
Conference Status

You can set your availability during a meeting via the Outlook software. Therefore, others can schedule a meeting according to your availability on the Outlook software.

Table 2:

Availability	Description
	Your availability during this time shows as **Free** or **Working Elsewhere** on the Outlook software.
	Your availability during this time shows as **Tentative** on the Outlook software.
	Your availability during this time shows as **Busy** on the Outlook software.
	Your availability during this time shows as **Out of Office** on the Outlook software.

Navigating Month View

From Month view, you can select a date to view meetings for that day. The days have meeting are displayed in blue. The current day is displayed within a blue frame. You can only navigate month view only when your system administrator configures the phone to display all schedules.

Procedure

Tap the date at the top to extend the month view.

Navigating Day View

In Day view, you can see your scheduled meetings for the day.

Procedure

In your calendar, select a desired date.

Displaying Meeting View on the Calendar

Meeting view displays the details for a chosen meeting. If the conference organizer schedules a public meeting on the Outlook software, you can view the subject, organizer, start and end time, location, account availability, participants and content on the phone. If the conference organizer schedules a private meeting on the Outlook software, you can only see the organizer, start and end time, and account availability on the phone.

Procedure

Do one of the following:

- From Day view, select a meeting.
- From Month view, select a date and select a meeting.

📝 **Note:** You can only navigate to the month view only when your system administrator configures the phone to display all schedules.

Tracking the Calendar

When you schedule a Skype meeting via the Outlook software, the attendees can respond to the meeting request via Outlook software. You can see response on your phone.

Procedure

1. In the day view, select a Skype conference to view details.
2. The replies are as below:

   - Do not reply the invitation (show as **None** beside the participant).
   - Accept the invitation (show as **Accepted** beside the participant)
   - Tentatively accept the invitation (show as **Tentative** beside the participant)
   - Decline the invitation (show as **Declined** beside the participant)

Enabling the Meeting Reminders

Meeting reminders are disabled by default. Meeting reminders are enabled by default and display reminders for all meetings.

Procedure

1. Navigate to **More** > **Basic** > **Calendar Settings**.
2. Turn on **Reminder**.
3. Save the change.

Responding to Meeting Reminders

If you enable meeting reminder feature, a reminder pop-up is displayed 15 minutes before a meeting starts.

Procedure

Do one of the following:

- Select **Snooze** to temporarily remove the reminder from the screen, until the next schedule reminder.
- Select **Ignore** to permanently remove the reminder from the screen and stop all future reminders for the Skype conference.
- If you receive a Skype conference, select **Join** to join the Skype conference.

Joining Skype Conferences

You can join the Skype conferences from calendar in following three ways:

- Joining a Skype conference from a conference reminder (Once joined, presenter and attendee will be muted automatically, organizer will not be muted).
- Joining a Skype conference from Schedule view (Once joined, presenter and attendee will be muted automatically, organizer will not be muted).
- Dialing the conference dial-in number to join a Skype conference (Once joined, presenter, attendee and organizer will not be muted).

> 📝 **Note:** When the organizer sets up a conference in Outlook and enables Mute all attendees feature, all conference participants will be muted automatically once join the Skype conferences in above ways.

- *Joining a Skype Conference from a Meeting Reminder*
- *Joining a Skype Conference from Meeting View*
- *Joining a Skype Conference by Dialing the Conference Dial-in Number*

Joining a Skype Conference from a Meeting Reminder

If the meeting reminder feature is enabled, you can join the Skype conferences from a meeting reminder.

Procedure

On the meeting reminder, tap **Join**.

Related tasks

Enabling the Meeting Reminders

Joining a Skype Conference from Meeting View

Procedure

1. Select a desired Skype conference in the day view to view specific information.
2. Tap **Join** to join the Skype conference.

Related tasks

Displaying Meeting View on the Calendar

Joining a Skype Conference by Dialing the Conference Dial-in Number

When you are invited to a Skype conference scheduled via Outlook software, you will receive an email including the dialing number and the conference ID. You can join the Skype conference from phone by dialing dial-in number and conference ID.

Procedure

1. In the day view, tap a desired Skype conference.
2. Obtain the dial-in number and conference ID.
3. Dial the dial-in number to join the Skype conference.

Skype for Business Phone Settings

You can make your Phone more personalized by customizing various settings.

- *Setting the Language*
- *Changing the Screen Backlight Brightness and Time*
- *Disabling Playing Tone*
- *Disabling Call Waiting*
- *Changing the Administrator Password*
- *Time and Date Display*
- *Setting a Send Key*
- *Setting Screen Savers*
- *Changing Audio Settings*
- *Presence Status*
- *Enhanced 911*

Setting the Language

The default language of the phone user interface is English. You can change the language for the phone user interface.

Procedure

1. Navigate to **More** > **Basic** > **Language**.
2. Select the desired language.
3. Save the change.

Changing the Screen Backlight Brightness and Time

You can change the backlight brightness of the phone screen during phone activity. The backlight brightness automatically changes after the phone has been idle for a specified time.

About this task

You can change the screen backlight brightness and time in the following settings:

Backlight Active Level: The brightness level of the phone screen when the phone is active.

Backlight Time: The delay time to change the brightness of the phone screen when the phone is inactive. Backlight time includes the following settings:

- **Always On**: Backlight is on permanently.
- **15s**, **30s**, **60s**, **120s**, **300s**, **600s** or **1800s**: Backlight is changed when the phone is inactive after the designated time (in seconds).

Procedure

1. Navigate to **More** > **Basic** > **Display** > **Backlight**.
2. Slide the **Backlight Active Level** slider to change the intensity of the touch screen.
3. Tap the desired time from the **Backlight Time** field.

Disabling Playing Tone

The playing tone feature is enable by default. By default, when you are during an active call, your phone plays a warning tone when the new incoming call arrives. You can disable the playing tone feature, so that your phone does not play a warning tone when the new incoming call arrives.

Procedure

1. Navigate to **More** > **Features** > **Call Waiting**.
2. Turn off **Play Tone**.

Disabling Call Waiting

The call waiting feature is enabled by default. By default, you can receive another call when you are during an active call when the new incoming call arrives. You can disable call waiting feature, so that the new incoming call will be rejected automatically.

Procedure

1. Navigate to **More** > **Features** > **Call Waiting**.
2. Turn off **Call Waiting**.

Changing the Administrator Password

Accessing advanced features on the phone requires an administrator password. The default administrator password is "admin". For security reasons, you should change it as soon as possible.

Procedure

1. Navigate to **More** > **Advanced** > **Set Password**.
2. In the **Current Password** field, enter the current password.
3. In the **New Password** field, enter the new password.
4. In the **Confirm Password** field, enter the new password.
5. Save the change.

Time and Date Display

You can set the time and date manually. The time and date format is also customizable.

- *Setting Time and Date Manually*
- *Changing the Time and Date Format*

Setting Time and Date Manually

If your phone cannot obtain the time and date automatically, you can set the time and date manually.

Procedure

1. Navigate to **More** > **Basic** > **Date&Time** > **General**.
2. Select **Manual**from the drop-down menu of **Type**.
3. Enter the specific date and time in the corresponding fields.
4. Save the change.

Changing the Time and Date Format

You can change the time and date format.

About this task

You can customize the date by choosing among a variety of time and date formats. The built-in date formats are listed as below:

Date Format/Date	Example (2018-06-25)
WWW MMM DD	Mon Jun 25
DD-MMM-YY	25- Jun-18
YYYY-MM-DD	2018-06-25
DD/MM/YYYY	25/06/2018
MM/DD/YY	06/25/18
DD MMM YYYY	25 Jun 2018
WWW DD MMM	Mon 25 Jun

Procedure

1. Navigate to **More** > **Basic** > **Date&Time** > **Format**.
2. Select the desired date format from the **Date Format** field.
3. Select the desired date format from the **Time Format** field.
4. Save the change.

Setting a Send Key

You can set the "#" key or "*" key to perform as a send key while dialing.

Procedure

1. Navigate to **More** > **Features** > **Key as Send**.
2. Select **#** or ***** from the **Key As Send** field, or select **Disabled** to disable this feature.

Setting Screen Savers

The screen saver automatically starts each time your phone is idle for a certain amount of time. You can stop the screen saver at any time by pressing any key. When your phone is idle again for a preset waiting time, the screen saver starts again.

Procedure

1. Navigate to **More** > **Basic** > **Display** > **Screen Saver**.
2. Tap the **Screen Saver Wait Time** field.
3. Tap the desired time from the pop-up dialog box.
4. Tap the radio box after desired screen saver type.

Changing Audio Settings

You can control certain audio settings on your phone, including adjusting the audio volume, setting a ringtone and key tone.

- *Adjusting the Volume*
- *Setting a Ringtone for the Phone*
- *Setting a Ringtone for a Contact*
- *Setting a Ringtone for Incoming Private Line*
- *Setting a Ringtone for an Incoming Team-Call*
- *Setting a Ringtone for the Response Group*
- *Disabling the Key Tone*

Adjusting the Volume

You can increase or decrease the volume.

Procedure

Press volume keys to adjust the volume.

If ringer volume is adjusted to minimum when the phone is idle, the minimum volume icon appears on the screen.

Setting a Ringtone for the Phone

You can choose a ringtone for all incoming calls. Phone's ringtones are used to indicate incoming calls and distinguish your phone from your neighbor's.

Procedure

1. Navigate to **More** > **Basic** > **Sounds** > **Ring Tones** > **Normal**.
2. Select the desired ringtone.
3. Save the change.

Setting a Ringtone for a Contact

You can select a unique ringtone for various local contacts. This helps you quickly identify callers according to the ringtones. By default, the Auto is selected, and this contact uses the ringtone according to this priority: Contact ringtone>Phone ringtone. For more information, refer to *Adding Local Contacts*.

Setting a Ringtone for Incoming Private Line

Private line feature allows your phone to play a specific ringtone when receiving a private call.

Procedure

1. Navigate to **More** > **Basic** > **Sounds** > **Ring Tones** > **Private Line**.
2. Select the desired ringtone.
3. Save the change.

Setting a Ringtone for an Incoming Team-Call

Team-call ringtone feature allows the phone to play a distinct ringtone when receiving a team call.

Before you begin

You set a team-call group. For more information, refer to *Editing Your Team-Call Group Members* .

Procedure

1. Navigate to **More** > **Basic** > **Sounds** > **Ring Tones** > **Team Call**.
2. Select the desired ringtone.
3. Save the change.

Setting a Ringtone for the Response Group

When someone calls a response group, the phone in the group will ring. Response group ringtone feature allows your phone to play a distinct ringtone when receiving a call for your response group.

Before you begin

You system administrator set you to be a member of a response group. For more information, refer to *Response Group*.

Procedure

1. Navigate to **More** > **Basic** > **Sounds** > **Ring Tones** > **Response Group**.
2. Select the desired ringtone.
3. Save the change.

Disabling the Key Tone

Key tone is enabled by default. The phone produces a sound when you press the dial pad. You can disable it according to your needs.

Procedure

1. Navigate to **More** > **Basic** > **Sounds** > **Key Tone**.
2. Turn off **Key Tone**.

Presence Status

Your presence information is a quick way for other people to see your availability status. Presence is automatically set based on your Outlook calendar, but you can change it manually if you want to. For example, when you are busy with urgencies, you can change your status to DND to avoid being disturbed.

The following table describes each presence status that other people may see for you, what each status means, and which ones you can set yourself.

If your presence is	It means	How this status gets set
Available	You are online and available to contact.	Set automatically for you based on your phone activity or Outlook calendar. You can also set this status when you want others to know you're in your office.
Be Right Back	You are stepping away from the phone for a few moments.	You can set your presence to this anytime you want.
Inactive	Your phone has been idle for a specified period of time (set by you).	Set automatically for you when your phone has been idle for a specified time (5 minutes by default).
Away	Your phone has been idle for a specified period of time (set by you).	Set automatically for you when your phone has been inactive for a specified time (5 minutes by default). You can also set your presence to this anytime you want.
Off Work	You are not working and not available to be contacted.	You can set your presence to this anytime you want.
Busy	You are busy and don't want to be interrupted.	Set automatically for you based on your Outlook calendar. You can also set your presence to this anytime you want.
Urgent interruptions only	You are allowed to call a contact even though his status is Do not Disturb	You can see this status for a contact whose status is Do not Disturb, and the contact has configured your privacy relationship to be Workgroup.
In a call	In a Skype for Business call (a two-way audio call) and don't want to be disturbed.	Set automatically for you based on your phone activity.
In a meeting	In a meeting and don't want to be disturbed.	Set automatically for you based on your Outlook calendar.

🔴 In a conf call	In a Skype for Business conference call (a Skype for Business meeting with audio) and don't want to be disturbed.	Set automatically for you when you have joined a conference call or a meet now session. It will display this status when you have an active call and a held conference call.
⛔ Do Not Disturb	You don't want to be disturbed and will see conversation notifications only if sent by someone in your workgroup.	If you manually set it to Do Not Disturb, the incoming call will be forwarded to your voicemail directly. But you can still receive calls from the work group. You can set your presence to this anytime you want.
🟣 Out of Office	You have set the automatic reply feature in Outlook.	Set automatically for you when you *set automatic replies in Outlook*.
⚪ Offline	Not signed in or you'll appear as Offline to people whom you've blocked from seeing your presence.	Set automatically for you when you log off your phone. Or you'll appear as Offline to people whom you've blocked from seeing your presence.
❓ Unknown	Your presence can't be detected.	This status might appear to contacts who are not using Skype for Business as their instant messaging program.

- *Updating Your Skype for Business Presence*

Updating Your Skype for Business Presence

You can update your Skype for Business presence status on the phone, and your presence status is automatically updated in the Skype for Business client.

Procedure

1. Tap your avatar at top-left corner of the touch screen.
2. Select the desired status from the drop-down menu.

Enhanced 911

Enhanced 911(E911) is a location technology that enables the called party to identify the geographical location of the calling party. For example, when you make an emergency call, the E911 feature extracts your location information for the police department to immediately identify your location.

- *E911 Location Tip*
- *Adding the Location Information*
- *Selecting a Default Location*
- *Viewing the Location Information*

E911 Location Tip

After you sign into your phone, your phone may prompt" Location is not set" when the location of the phone is not

set. You can ignore the tip or edit your location. If you ignore it, an icon 🔴 appears on the **Status** field.

Related tasks

Adding the Location Information

Adding the Location Information

If your system administrator does not add a location information for you, you can add the location information manually.

Procedure

1. Navigate to **More** > **Advanced** > **Location** > **Edit**.
2. Select **Custom** from the drop-down menu of **Mode**.
3. Edit your location information.
4. Save the change.

Selecting a Default Location

If your system administrator has already configured a location for your account and you also add a location manually on the phone, you can select one of them to be the default location.

Procedure

1. Do one of the following:

    • Navigate to **More** > **Advanced** > **Location**, and then tap **Edit**.
    • Navigate to **More** > **Status** > **Location**, and then tap**Edit**.

2. Select the desired value from the **Mode** field.

    • If you select **Default**, the location configured on the Skype for Business Server will be the default one.
    • If you select **Custom**, the location configured on the phone will be the default one.

3. Save the change.

Viewing the Location Information

You can view location information of your phone.

Procedure

Do one of the following:

    • Navigate to **More** > **Advanced** > **Location**.

    • Navigate to **More** > **Status** > **Location**.

Advanced Phone Features

Most features described in this chapter require configurations by your system administrator. Contact your system administrator to know whether you can use them.

• *Editing Your Team-Call Group Members*
• *Private Lines*
• *Call Queue*
• *Response Group*
• *Group Call Pickup*
• *Shared Line Appearance(SLA)*
• *Branch Office Resiliency*

Editing Your Team-Call Group Members

A team-call group is a team of people who can answer your work calls. You can edit or delete members in the team-call group via Skype for Business client. Assume that you have a team working on the same project or task. When you receive an incoming call, the phones of other members in the team-call group ring. If you are away from your desk and your phone rings, anyone in the team-call group can answer the call for you. As soon as a team member picks up the phone, the other phones stop ringing.

Procedure

1. In your Skype for Business client, click ↩ ▾ , and select **Call Forwarding Settings.**.
2. Select **Simultaneously Ring** > **My Team-Call Group**.
3. In the **Call Forwarding - Team-Call Group** dialog box, click **Add**.
4. In the **Choose a Team-Call Group Member** dialog box, select the contacts you want to add and click OK.
   The contacts you add as group members are displayed in the **Call Forwarding - Team-Call Group** dialog box.
5. Click the **Ring your team-call group after this many seconds** drop-down menu to determine when your contacts' phones ring.

Related tasks
Setting a Ringtone for an Incoming Team-Call
Simultaneously Ring a Group of Contacts

Private Lines

Beyond the primary Skype for Business account, your system administrator may assign a private line to you in one of the following situations occurs:

- You do not want to miss important calls denied by your DND status.
- As a boss, you do not want the delegate to answer some important or confidential calls for you.
- You wish your friends and families to reach you directly or bypass your delegate.

📝 **Note:** If you sign into the phone using On-Premises account, you can use inbound private line feature. Private line feature is available in On-Premises environment. Current Online environment does not support this feature.

Related tasks
Setting a Ringtone for Incoming Private Line

Call Queue

Your system administrator may assign you to be a member of a queue.

The call queue is a feature that route and queue incoming calls to group members, called agents, such as a help desk or a customer service desk. When people dial a phone number that is set with a call queue, they will hear a greeting first (if any is setup), and then they will be put in the queue and wait for the available call agent. The person calling in will hear music while they are placed on hold and waiting, and the call in the queue will ring all call agents at the same time. After a call agent accepts the call, other agents' phones stop ringing.

📝 **Note:** If you sign into the phone using Online account, you can use call queue feature. On-Premises environment does not support this feature.

Response Group

Your system administrator may assign you to be a member of a response group.

A response group is a feature that route and queue incoming calls to groups of people, called agents, such as for a help desk or a customer service desk. When someone calls a response group, the call is routed to an agent based on a hunt group or the caller's answers to interactive voice response (IVR) questions. The Response Group application uses standard response group routing methods to route the call to the next available agent. After a call agent accepts the call, other agents' phones stop ringing. For example, you have been selected by your system administrator to be a call agent for a response group named "YEALINK". When a user calls your response group, your phone prompts that this is a call for YEALINK.

> **Note:** Response group feature is available in On-Premises environment. Current Online environment does not support this feature. Contact your administrator for more information.

Related tasks
Setting a Ringtone for the Response Group

Group Call Pickup

Your system administrator may assign you to be a member of a pre-defined group. Group call pickup is used for picking up incoming calls for your group members. If many group members receive incoming calls at once, you will pick up the first incoming call, by dialing the group pickup code.

> **Note:** Group call pickup feature is available in On-Premises environment. Current Online environment does not support this feature. Contact your administrator for more information.

- *Picking Up a Call for Your Group*

Picking Up a Call for Your Group

Procedure

When any group member receives an incoming call, you can dial the group pick code (for example: #603) to answer it.

Shared Line Appearance(SLA)

When your phone is registered with the Skype for Business Server, you can use the Shared Line Appearance (SLA) feature to share a single line with other contacts as a member of a group. System administrators assign members to the SLA group.

Any SLA group member can answer, hold, or resume calls on the shared line, and all group members can view the status of a call on the shared line on their phones. Each line supports up to 25 call appearances. Only one call at a time can be active on the shared line appearance. If a call is placed to the shared line with an active call in place, the incoming call is sent to another shared line.

> **Note:** SLA feature is configurable via Skype for Business server only. Contact your system administrator for more information. A user can be assigned to one SLA group only. If the user has to be a delegate for multiple shared numbers, the phone will perform Boss-Admin feature to handle the delegate calls. For more information ,refer to *Boss-Admin for Skype for Business*.

- *Viewing Shared Line Appearances*
- *Answering SLA Calls*
- *Placing a SLA Call on Hold*
- *Resuming Held SLA Calls*

- *Missed and Received Calls on Shared Lines*

Viewing Shared Line Appearances

When you (group member) sign into your phone, your phone notifies that you joined a SLA group, and all shared line appearances are displayed on the SLA screen.

In the following figure, all shared line appearances of the SLA group member (yl576) are displayed on the SLA screen. The name of the shared line appearance consists of the sequence number and the group name.
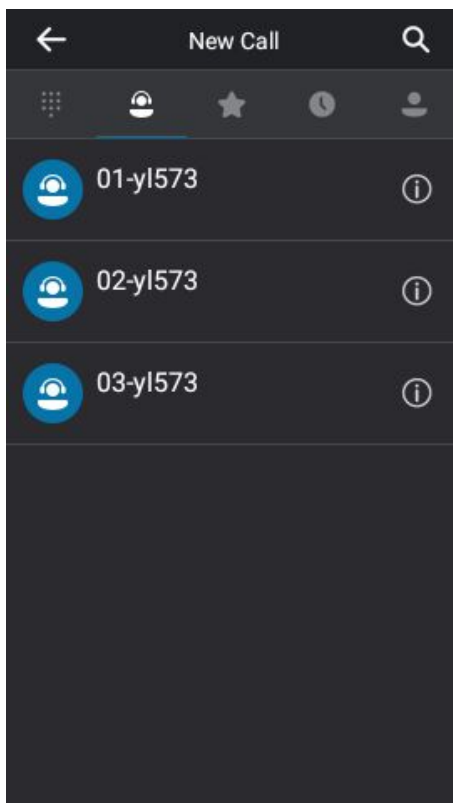
Answering SLA Calls

Any incoming call to the shared line rings on all group members' phones simultaneously.

Procedure

Tap **Answer**.

> **Note:**
>
> Any group member can answer an incoming call for the shared line. When a group member answers an incoming call,
>
> a red status bar will appear under the shared line appearance. Other members can view the status of a call on the shared line by tapping the corresponding shared line appearance.

Placing a SLA Call on Hold

Procedure

Tap **Hold** to place the call on hold.
All group members are notified of the call's hold status by a flashing red status bar under the shared line appearance on all members' phones.

Resuming Held SLA Calls

Any SLA member can resume a held call on the shared line.

Procedure

1. Tap the shared line appearance (flashing red status bar) on the SLA screen to view the held call.
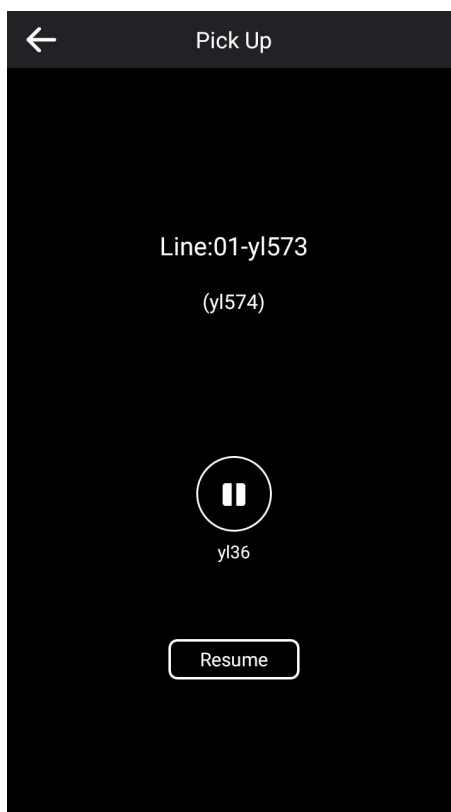
2. Select **Resume**.

Missed and Received Calls on Shared Lines

If all SLA group members do not answer an incoming call, the call is logged as missed calls on all the phones. If any SLA group member answers the incoming call, the call is logged as received calls on all the phones. The duration of the call is only shown to the receiver in the call history.

Branch Office Resiliency

Branch office resiliency is critical for multi-site deployments of Skype for Business where the control servers are located at a central site or data center. It allows branch site users to continue to have Enterprise Voice service and voicemail (if voicemail rerouting settings are configured) when the branch site loses the connection to the central site. In this situation, your phone will prompt" Limited service due to outage", and the presence icon is displayed as Unknown. When the WAN connection between the branch site and central site becomes available, the phone comes out of resiliency mode automatically. Notification of resiliency is automatically dismissed, and you can use phone features as normal.

> **Note:** If you sign into the phone using On-Premises account, you can use branch office resiliency feature. Current Online environment does not support this feature.

Optional Accessories with Your Phone

This section describes the optional accessories that you can use to extend your phone's capabilities.

- *Connecting the CPE90 and Your Computer*

Connecting the CPE90 and Your Computer

- *Using the CPE90 Wired Expansion Microphones*
- *Connecting a PC Using a USB Cable*

Using the CPE90 Wired Expansion Microphones

This chapter provides basic operating instructions for the CPE90 wired expansion microphones.

- *Placing CPE90 Wired Expansion Microphones*
- *Muting or Unmuting the CPE90*

Placing CPE90 Wired Expansion Microphones

The CPE90 has a rubber pads on its base to prevent it from sliding. You can place the CPE90 on a stable surface and keep it away from obstacles so that it can effectively pick up sounds.
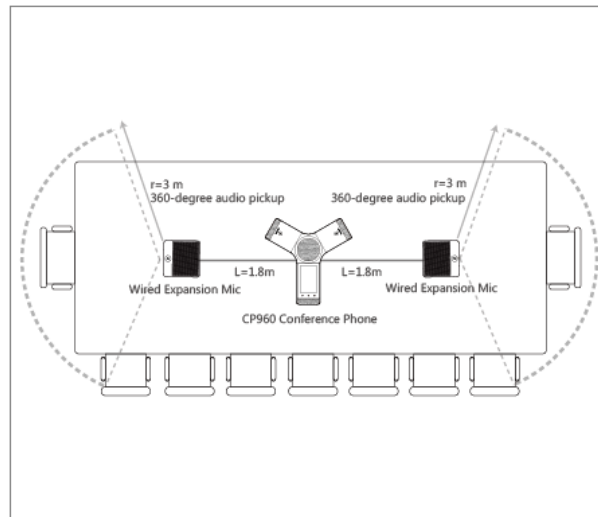
Muting or Unmuting the CPE90

Mute your microphone when you are not speaking, especially in noisy environments.

Procedure

Tap ⊘ on the CPE90 wired expansion microphones to mute or unmute your microphone.

Connecting a PC Using a USB Cable

You can connect a PC to your Skype for Business phone using a USB cable. As a result, your phone can act as a speaker for calls or media played on your PC.

- *Managing Calls of Skype for Business Client*
- *Adjusting the Volume of the PC Audio*
- *Playing PC Audio on Your Phone*

- *Removing the PC*

Managing Calls of Skype for Business Client

You can use your phone to manage calls of your Skype for Business client when your PC connects to your phone using a USB cable.

- *Managing Incoming calls*
- *Managing Outgoing calls*
- *Managing Active calls*

Managing Incoming calls

Your phone displays incoming call when your Skype for Business client receives a call.

Procedure

Do one of the following:

- Tap **Answer** to answer the call.
- Tap **Silent** to mute the ringtone.
- Tap **Reject** to reject the call.

Managing Outgoing calls

Your phone displays outgoing call when your Skype for Business client places a call. You can tap **Cancel** to cancel the call.

Managing Active calls

Your phone displays active call when your Skype for Business client is during a call.

Procedure

Do the following:

- Tap **Mute** to mute local microphone, the other party cannot hear your voice.
- Tap **Hold** to place the call on hold, and tap Resume to resume the held call.
- Tap **End Call** to end the call.

Adjusting the Volume of the PC Audio

If you connect a PC to the Skype for Business phone, you can adjust the volume of the PC audio by using the Skype for Business phone.

Procedure

Tap Volume touch key on your Skype for Business phone to increase or decrease the volume of the PC audio.

Playing PC Audio on Your Phone

If you connect a PC to the Skype for Business phone, the PC will use the Skype for Business phone to play audio by default. If not, you can set the Skype for Business phone as PC audio device.

Related tasks

Using Your Phone as Your Primary Audio Device for Your Computer
Setting Your Phone as Your Primary Audio Device

Removing the PC

Procedure

Disconnect the USB cable from the Skype for Business phone.

Wireless Network

The CP960 Skype for Business phones support the Wi-Fi feature. If there is available Wi-Fi, you can enable the Wi-Fi feature to connect the phone to the wireless network.

- *Activating the Wi-Fi Mode*
- *Connecting to the Wireless Network*
- *Viewing the Wireless Network Information*
- *Disconnecting the Wireless Network Connection*
- *Deactivating the Wi-Fi Mode*

Activating the Wi-Fi Mode

About this task

Procedure

1. Navigate to **More** > **Basic** > **Wi-Fi**.
2. Turn on **Wi-Fi**.
   The IP phone scans the available wireless networks in your area.

Connecting to the Wireless Network

There are three ways to connect the phone to the wireless network:

- *Connecting to an Available Wireless Network Manually*
- *Connecting to the Wireless Network Using Wi-Fi Protected Setup (WPS)*
- *Adding a Wireless Network manually*

Connecting to an Available Wireless Network Manually

Before you begin
Get the password of the wireless network from your system administrator. Make sure that the Wi-Fi mode is activated.

Procedure

1. Navigate to **More** > **Basic** > **Wi-Fi**.
2. Tap ⋮ > **Scan**.
3. Select the desired wireless network.
4. If the network is secure, enter its password.
5. Tap **Connect** to accept the change.

Related tasks
Activating the Wi-Fi Mode

Connecting to the Wireless Network Using Wi-Fi Protected Setup (WPS)

Wi-Fi Protected Setup (WPS) provides simplified mechanisms to configure secure wireless networks which can automatically configure a wireless network with a network name (SSID) and strong WPA data encryption and authentication.

About this task

Two methods supported by Yealink IP phones in the Wi-Fi protected setup:

- **Push Button Configuration (PBC)**: The user simply presses WPS key on both the IP phone and gateway/router to connect.
- **Personal Identification Number (PIN)**: The user has to enter a PIN generated randomly by the IP phone on the gateway/router to connect.

- *Connecting to the Wireless Network Using PBC*
- *Connecting to the Wireless Network Using PIN*

Connecting to the Wireless Network Using PBC

Before you begin

Make sure Wi-Fi Mode is enabled.

Procedure

1. Navigate to **More** > **Basic** > **Wi-Fi**.
2. Tap ⋮ > **WPS**.
   The phone screen prompts that you need to press the Wi-Fi Protected Setup button on your router.
3. Long press the WPS key on your gateway/router.
   Once WPS setup has completed successfully, the touch screen will prompt connect successfully.

Related tasks

Activating the Wi-Fi Mode

Connecting to the Wireless Network Using PIN

Before you begin

Make sure that the Wi-Fi mode is activated.

Procedure

1. Navigate to **More** > **Basic** > **Wi-Fi**.
2. Tap ⋮ > **WPS-PIN**.
   The phone screen prompts that you need to enter the PIN xxx on your WLAN router.
3. Log into your gateway/router's web interface, and configure it to search the clients.
   Once WPS-PIN setup completes successfully, the web interface of gateway/router will prompt success.

Related tasks

Activating the Wi-Fi Mode

Adding a Wireless Network manually

If your gateway/router has SSID broadcast disabled, it might not appear in the scanning results. In that case, you must manually add a wireless network.

Before you begin

Make sure Wi-Fi Mode is enabled.

Procedure

1. Navigate to **More** > **Basic** > **Wi-Fi**.
2. Tap ⋮ > **Add**.
3. Enter the SSID and then select a security mode from the drop-down menu of **Security Mode**:
   - If you select **None**, tap **Save**.
   - If you select **WEP** or **WPA/WPA2-PSK** , enter the password and then tap **Save**.
   - If you select **802.1×EAP**, select a desired **EAP method**, **Phase-2 authentication** and **CA certificate**, enter the desired values in the **Identity**, **Anonymous identity** and **Password** fields and then tap **Save**.

   If you tap the **Show advanced options** radio box, select a desired value in the **Proxy** field; If you select **Manual**, enter the information about proxy server in the corresponding fields.

Related tasks
Activating the Wi-Fi Mode

Viewing the Wireless Network Information

After connecting to the wireless network, you can view the wireless network information (such as wireless status, profile name, SSID, signal strength and so on.)

Procedure

Navigate to **More** > **Basic** > **Wi-Fi** > **Wireless Status**.

Related tasks
Connecting to the Wireless Network

Disconnecting the Wireless Network Connection

Procedure

1. Navigate to **More** > **Basic** > **Wi-Fi**.
2. Tap the connected wireless network.
3. Tap **Forget** from the pop-up menu.
   The wireless network is disconnected. You can tap it again to connect.

Deactivating the Wi-Fi Mode

You should deactivate the Wi-Fi mode when you need to connect your phone to the wired network.

Procedure

1. Navigate to **More** > **Basic** > **Wi-Fi**.
2. Turn off **Wi-Fi**.

Connecting a Mobile Phone Using Bluetooth

CP960 Skype for Business phone supports the Bluetooth feature. Bluetooth enables low-bandwidth wireless connections within a range of 10 meters (32 feet). The best performance is in the 1 to 2 meters (3 to 6 feet) range. You can pair and connect the Bluetooth-Enabled mobile phone with your phone.

- *Activating the Bluetooth Mode*
- *Deactivating the Bluetooth Mode*
- *Pairing and Connecting the Bluetooth-Enabled Mobile Phone*
- *Making a Mobile Call on the Skype for Business Phone*
- *Handling Incoming Mobile Phone Calls by Using Skype for Business Phone*
- *Deactivating the Phone Audio Feature*
- *Using Your Skype for Business Phone as BluetoothSpeaker*
- *Editing Your Phone's Bluetooth Device Name*
- *Disabling Bluetooth Device Discovery*
- *Renaming the Paired Bluetooth Devices*
- *Disconnecting the Bluetooth Device*
- *Un-pairing the Mobile Phone*

Activating the Bluetooth Mode

You need to activate Bluetooth mode to use the Bluetooth feature.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.
2. Turn on **Bluetooth**.
   The phone scans the available Bluetooth devices automatically.

Deactivating the Bluetooth Mode

If you do not need connect to Bluetooth devices, you can turn off Bluetooth.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.
2. Turn off **Bluetooth**.
   The Skype for Business phone scans the available Bluetooth device automatically.

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

You can pair and connect the Bluetooth-Enabled mobile phone to your phone.

Before you begin
Make sure that you have activated the Bluetooth mode and the Bluetooth-Enabled mobile phone is discoverable.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.

The phone will search for the Bluetooth-Enabled mobile phone automatically.

2.
If there is no mobile phone found on the touch screen, tap to search for the Bluetooth-Enabled mobile phone.

3. Tap the desired mobile phone in the available devices list to connect the it to your Skype for Business phone.

4. Tap **Pair** on both mobile phone and Skype for Business phone.
Once the connection is successful, the prompt "Connected" appears under the mobile phone name. The Bluetooth icon is displayed in the status bar.

Related tasks

Activating the Bluetooth Mode

Making a Mobile Call on the Skype for Business Phone

The phone audio feature is enabled by default. You can make a mobile call using the Skype for Business phone. The Skype for Business phone acts as a hands free device for your mobile phone. The call is made through your mobile phone, but the audio is present on the Skype for Business phone and the call control is done by the Skype for Business phone.

Before you begin
Pair and connect the Bluetooth-Enabled mobile phone. Make sure the phone audio fearure is enabled.

Procedure

1. Tap **New Call**.

2. Enter the desired number.

3. Tap .

4. Select a phone number from the pop-up box and dial out.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Handling Incoming Mobile Phone Calls by Using Skype for Business Phone

The phone audio feature is enabled by default. You can handle a mobile call using the Skype for Business phone. Therefore, the incoming call of your mobile phone can be shown on the Skype for Business phone. You can answer, silent, or reject the call by using your Skype for Business phone.

Before you begin
Pair and connect to the Bluetooth-enabled mobile phone.

Procedure

When the paired mobile phone receives an incoming call, do one of the following on your Skype for Business phone:

• Tap **Answer**.
• Tap **Silence**.
• Tap **Reject**.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Deactivating the Phone Audio Feature

The phone audio feature is enabled by default. You can place or receive incoming calls on Skype for Business phone. You can disable the phone audio feature.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.
2. Tap ⚙ beside the connected mobile phone.
3. Turn off **Phone Audio**.
4. Save the change.

Using Your Skype for Business Phone as BluetoothSpeaker

You can enable the media audio feature to use the Skype for Business phone as a Bluetooth speaker for music played on your mobile phone.

Procedure

1. Pair and connect the Bluetooth-Enabled mobile phone.
2. Tap ⚙ after the connected mobile phone name.
3. Turn on **Media audio**.
4. Save the change.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Editing Your Phone's Bluetooth Device Name

By default, the device name for Yealink Skype for Business phones display as . You can change the Bluetooth device name for your phone.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.
2. Tap **Edit My Device Information**.
3. Enter the desired name in the **Device Name** field.
4. Save the change.

Related tasks

Activating the Bluetooth Mode

Disabling Bluetooth Device Discovery

After Bluetooth is turned on, your phone is visible to other Bluetooth-enabled devices by default. You can choose to disable this feature to not allow your phone to show as an available device on other Bluetooth devices.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.

2. Tap **Edit My Device Information**.

3. Turn off **Open Discover**.

4. Save the change.

Related tasks

Activating the Bluetooth Mode

Renaming the Paired Bluetooth Devices

You can rename the paired Bluetooth devices for better recognition effect.

Before you begin

Pair and connect the Bluetooth-Enabled mobile phone.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.

2. Tap ⚙ after the connected mobile phone name.

3. Enter the desired device name in the **Rename**.

4. Save the change.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Disconnecting the Bluetooth Device

You can disconnect the Bluetooth device from your phone. After you disconnect the Bluetooth device, it stay in the paired devices list, so that you can easily connect it to your phone next time.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.

2. Tap the connected Bluetooth devices.

   The phone screen prompts you are sure to disconnect.

3. Tap **OK**.

Related tasks

Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Un-pairing the Mobile Phone

You can un-pair your mobile phone and your Skype for Business phone. After you un-pair them, the mobile phone disappears from the paired devices list. To connect mobile phone to your Skype for Business phone again, you need to find and tap the desired mobile phone in the available devices list.

Procedure

1. Navigate to **More** > **Basic** > **Bluetooth**.

2. Tap ⚙ after the connected mobile phone name.

3. Tap **Unpair**.

Related tasks
Pairing and Connecting the Bluetooth-Enabled Mobile Phone

Using Better Together over Ethernet

Better Together over Ethernet (BToE) feature on Yealink Skype for Business phones enables you to control call from your phones and your computer using your Skype for Business client. You can also use BToE to sign into your phone using your Skype for Business credentials. In order to use BToE, you need to download and install the Yealink BToE Connector application first.

- *Getting Started with Better Together over Ethernet*
- *Downloading and Installing the Yealink BToE Connector*
- *Starting the Yealink BToE Connector*
- *Setting the Yealink BToE Connector*
- *Pairing Your Phone with Your Computer*
- *Using Your Phone as Your Primary Audio Device for Your Computer*
- *Using BToE to Manage Calls on Your Phone and Skype for Business Client*
- *Disabling BToE on Your Phone*
- *Exiting BToE on Your Computer*
- *Uninstalling the Yealink BToE Connector*

Getting Started with Better Together over Ethernet

To enable and use BToE, you need to ensure the following requirements are available on your PC:

- Skype for Business client
- A registered Skype for Business user (Obtain Skype for Business credentials from your system administrator)
- Running Windows Vista version or later/MAC 10.12 version or later
- Administrator privileges are needed to install the Yealink BToE Connector

Downloading and Installing the Yealink BToE Connector

Before you can start using BToE, you need to download and install the BToE Connector application from Yealink Support. You can download the software from *Yealink Official website*.

Procedure

1. Unzip the downloaded file.
2. Double click the installation application **Yealink BToE Connector for Lync.ms**i.
3. Follow the steps in the installation wizard to complete the installation.
   When the installation completes, the Yealink BToE Connector application starts on your computer and the icon

    is displayed in the notification area of your system tray.

Starting the Yealink BToE Connector

You can start the Yealink BToE connector manually if it does not start automatically.

Procedure

Click the Yealink BToE Connector desktop icon on your computer or click**Start** > **All Programs** > **Yealink BToE Connector**.

Setting the Yealink BToE Connector

You can customize settings for the Yealink BToT connector.

Procedure

1. Right-click ![icon]in the system tray, and click **Settings**.
2. Do one of the following:
   - Check the **Run automatically when starting Windows** checkbox, this software starts automatically once the PC starts.
   - You need manually pair the phone and the client by entering the IP address of your phone.

Pairing Your Phone with Your Computer

Before you can begin using BToE, you must pair your phone with your computer.

- *Enabling BToE and Selecting a Paring Mode*
- *Pairing Your Phone with Your Computer Using Phone IP Address*
- *Viewing Pairing Status*

Enabling BToE and Selecting a Paring Mode

By default, your phone is set to pair with your computer automatically when Better Together over Ethernet is enabled and you connect your phone to your computer over Ethernet. You can also choose to manually pair your phone with your computer using the BToE Connector application and a pairing code generated by your phone. Manual pairing ensures user information security and prevents anyone from pairing with the phone.

Procedure

1. Navigate to **More** > **Features** > **BToE**.
2. Turn on **BToE**.
3. In the **BToE Pairing Mode** field, select **Auto** or **Manual**.
4. Save the change.

Pairing Your Phone with Your Computer Using Phone IP Address

To pair your phone with your computer, you can enter phone IP address into the BToE application manually.

Before you begin
Ensure that the Yealink BToE Connector application is running on your PC.

Procedure

1. On the Yealink BToE connector application, make sure the **Wired** checkbox is unchecked.
2. Enter the IP address of your phone.
3. Click **OK**.

    • If BToE Pairing Mode is set to **Auto**, your phone pairs with Skype for Business client directly.
    • If BToE Pairing Mode is set to **Manual**, a six-digit pairing code displays. You should enter the six-digit pairing code shown on the phone into the notification on your computer.

    The dialog box indicating that the computer has successfully paired with the phone displays on your phone.

4. If the phone is not registered, enter your login credentials into the dialog displayed on your computer.

    📝 **Note:** If the dialog box does not display on your computer, select on your phone and choose **Sign In**, and select **Sign in via PC**. The dialogue box will pop up on your computer.

Viewing Pairing Status

You can view the pairing status between your phone and computer.

Procedure

1. Navigate to **More** > **Features** > **BToE**.
2. View the BToE pairing status in the **BToE Pairing Status** field.

    • **Unpaired (Not signed in)**: Your phone and your computer are not paired.
    • **Paired (Not signed in)**: Your phone and your computer are paired but the Skype for Business user signing on your phone differs from the one signing on the Skype for Business client.
    • **Paired (Signed in)**: Your phone and your computer are paired and the Skype for Business user signing on the phone is same as the one signing on the Skype for Business client.

    📝 **Note:** You can also hover your mouse over the BToE icon in the system tray to view the BToE pairing status.

Using Your Phone as Your Primary Audio Device for Your Computer

With BToE, you can use your Skype for Business phone to play audio from media, such as music or web videos, by setting your phone as your default communication device for your computer.

Procedure

1. On your computer, click **Start** > **Control Panel** > **Hardware and Sound** > **Sound**.
2. Click **Yealink USB Audio Playback**, and click **Set Default**.
3. Click **OK**. The PC Audio screen is displayed as following:
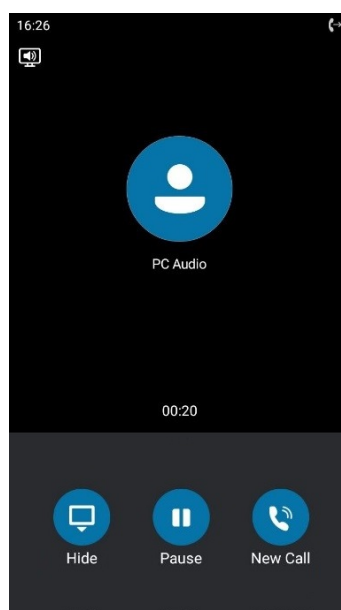
Using BToE to Manage Calls on Your Phone and Skype for Business Client

After your phone is paired with your computer, you can manage calls with your Skype for Business contacts on your phone and in the Skype for Business client on your computer. Using any registered phone as your primary audio device, you can answer, place, hold and resume calls on your phone. If the Skype for Business client and the connected phone are signed in with different accounts, the phone acts as a speakerphone for all audio and video calls initiated in the Skype for Business client on your computer.

- *Setting Your Phone as Your Primary Audio Device*
- *Answering BToE Calls*
- *Placing BToE Calls*
- *Pausing and Resuming BToE Calls*
- *Moving Call Audio between Your Phone and Computer*

Setting Your Phone as Your Primary Audio Device

Before you begin using your phone to manage the calls of Skype for Business client, you need to ensure that your phone is set as your primary audio device in your Skype for Business client on your computer.

Procedure

In your Skype for Business client, click the audio device icon ☎ and select your phone as your primary device.

Answering BToE Calls

You can sign in to the Skype for Business client and the connected phone with the same account or with different account. The way you answer calls is different for these two sign-in methods.

Procedure

Do one of the following:

- If signed in with the same user account, select **Answer** on your phone or click in the Skype for Business client.
- If signed in with different user accounts and the incoming call is for the account signed in to Skype for Business client, click in the Skype for Business client. The call is displayed on your phone and Skype for Business client. On your phone, the icon is displayed during the Skype for Business call and the audio for the call is played through the phone's speakerphone.
- If signed in with different user accounts and the incoming call is for the account signed in to the phone, select **Answer** on your phone, the call is displayed on your phone only.

Placing BToE Calls

You can place calls to Skype for Business contacts in the Skype for Business client and on your phone.

Procedure

Choose a contact and select Call.

Pausing and Resuming BToE Calls

When your Skype for Business client is during an audio or video call and different user accounts are signed in to your phone and Skype for Business client, you can pause active audio and video calls on your phone. When your Skype for Business client is during a video call and same user accounts are signed in to your phone and Skype for Business client, you can pause active video calls on your phone. However, when you pause an audio or a video call on your phone, the call remains active in the Skype for Business client on your computer.

Procedure

1. When your Skype for Business client is during a call, select **Pause** on your phone.
   The call is paused on your phone but not in the Skype for Business client on your computer.
2. Select **Resume** on your phone to continue talking.

Moving Call Audio between Your Phone and Computer

During an active Skype for Business call, you can move the call audio from your phone to your computer or from your computer to your phone.

Procedure

1. During an active call in the Skype for Business client, click , and then select .
2. Do one of the following:
   - Click PC **Mic and Speakers** to move the call audio from your phone to your computer.
   - Click **Handset** to move the call audio from your computer to your phone.

Disabling BToE on Your Phone

When you disable BToE, you can no longer use the feature on your phone and Skype for Business client on your computer.

Procedure

Navigate to **More** > **Features** > **BToE** and turn off **BToE**.

Exiting BToE on Your Computer

When you stop the application, you can no longer use the BToE functions on your phone and computer.

Procedure

On your computer, right-click ⬒ in the system tray and select **Exit**.

Uninstalling the Yealink BToE Connector

You can uninstall Yealink BToE Connector at any time. After you uninstall the Yealink BToE Connector, you can no longer use BToE.Before uninstalling the Yealink BToE Connector, you need to exit BToE.

Procedure

On your computer, select **Menu** > **All Programs** > **Yealink BToE Connector** > **Uninstall**.

Maintaining Skype for Business Phones

When the phone is not operating properly, you can investigate or troubleshoot issues along with any other tasks your administrator may ask you to perform.

- *Rebooting Your Phone*
- *Viewing Phone Status*
- *Updating Phone Firmware*
- *Resetting Your Phone*

Rebooting Your Phone

Your system administrator may ask you to reboot if it malfunctions or to assist in troubleshooting.

Procedure

1. Navigate to **More** > **Advanced**.
2. Select **Reboot**.
   The phone screen prompts if you want to reboot the phone.
3. Select **OK** to reboot the phone.

Viewing Phone Status

On your phone, you can view network, firmware, location, license information and so on.

Procedure

1. Navigate to **More** > **Status**.
2. Tap the desired item to view the specific information.

Updating Phone Firmware

When a firmware update is available on the Skype for Business server, you can trigger an update manually.

Procedure

1. Navigate to **More** > **Advanced** > **Firmware Update**.
2. Tap **Update**.

Resetting Your Phone

You can reset the phone to factory default settings.

Procedure

1. Navigate to **More** > **Advanced**.
2. Tap **Reset**.
   The phone screen prompts if you want to reset to factory setting.
3. Select **OK**.

Troubleshooting

If you are having issues with your phone, you can try the troubleshooting options and solutions in the following topics to resolve certain issues.

- *Why is the screen blank?*
- *Why does the phone display "Network unavailable"?*
- *Why does the phone display time and date incorrectly?*
- *How can I obtain the MAC address of a phone when the phone is not powered on?*
- *Why can't I sign into the Skype for Business server on the phone?*
- *Why can't the phone pair with my Skype for Business client?*
- *Why can't I see the Calendar menu on the phone?*
- *Why doesn't the phone ring?*
- *Why can't I receive calls?*

Why is the screen blank?

- Ensure that the phone is properly plugged into a functional AC outlet.
- Ensure that the phone is plugged into a socket controlled by a switch that is on.
- If the phone is plugged into a power strip, try to plug it directly into a wall outlet instead.
- If the phone is powered from PoE, ensure you use a PoE-compliant switch or hub.

Why does the phone display "Network unavailable"?

- Ensure that the switch or hub in your network is operational.
- Contact your system administrator for more information.

Why does the phone display time and date incorrectly?

Check whether your phone obtains the time and date from the SNTP serverautomatically. If the phone fails to connect the SNTP server, contact your system administratorfor more information. You can also configure time and date manually.

How can I obtain the MAC address of a phone when the phone is not powered on?

You can use one of the following ways to obtain the MAC address of a phone:

- You can ask your supplier for shipping information sheet which includes MAC addresses according to the corresponding PO (Purchase Order).
- You can find the MAC address on the label of the carton box.
- You can also find the MAC address from the phone's bar code on the back of the phone.

Why can't I sign into the Skype for Business server on the phone?

- Check your phone is properly connected to the switch or hub.
- Ensure that your login credentials are correct.
- Ensure network is avail;able.
- Ensure tha date and time is correct.
- Ensure that the phone has obtained the license.

Why can't the phone pair with my Skype for Business client?

- Ensure that your Skype for Business client is installed on your PC and a Skype for Business user signs into Skype for Business server successfully.
- Ensure that the user signing on the phone is the same as the one signing on the Skype for Business client.
- Re-pair the phone and Skype for Business client manually.
- Ensure that Yealink BToE Connector and application driver are successfully installed on your PC, and both of them start successfully. If the phone still cannot pair with the Skype for Business client, reboot the PC.
- After a reboot, if the phone still cannot pair with the Skype for Business client, uninstall the Yealink BToE Connector and application driver, and then reinstall them.
- Ensure that Yealink BToE Connector is an allowed program in your system's firewall on your PC.

Why can't I see the Calendar menu on the phone?

It is possible that the phone is not connected to the Microsoft Exchange Server. Make sure that your sign into the phone using **User Sign-in**, **Web Sign-In** or **Signing in via PC** method.

Why doesn't the phone ring?

Check the ringer volume on the phone. To adjust the ringer volume setting, tap the Volume key when the phone is idle.

Why can't I receive calls?

- Check whether your status is DND mode, if it is, you should reset status.

- Check whether call forward is enabled on the phone.

Regulatory Notices

- *Service Agreements*
- *Limitations of Liability*
- *Safety Instructions*

Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELFAND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE,INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS,EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASERICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce risk of fire, electrical shock, and other personal injury.

General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.

- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Place the device on a stable and level platform.
- Please place no heavy objects on the device in case of damageand deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Pleaseuse the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

Cleaning Requirements

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.